



## Cosy Afternoons Success!

We welcomed more than 450 people to our Cosy Afternoons. Read more on page 15.

## Save the Date!

Attention all shareholders!

Our Annual General Meeting will be held on Thursday 26th June at 7pm in Centre81, Whitecreek, followed by our popular social event. More details will follow.



## This issue in pictures



### World Kindness Day

With the help of others, we spread kindness in our community.

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### Rent Setting Consultation

It pays to get involved - Mrs McElhill was the lucky prize draw winner!

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### Community Litter Pick

Staff rolled up their sleeves and got stuck in to help clean up in Whitecreek.

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## Welfare Rights Service

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

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

CAB can help to claim for a benefit or entitlement such as Community Care Grants, Limited Capability to Work

Related Activity on Universal Credit or Employment Support Allowance or entitlement to Disability Benefits.

Amazing results have been achieved through our partnership working with CAB:

- Over a 6-month period 91 CHA tenants were referred to CAB
- The overall financial gain to these 91 tenants was a massive £37,099



### Case Study

A tenant with a young child was referred to CAB. Their work contract with the Council had come to an end and they had retained the final wage to cover Council Tax arrears, despite her having a repayment agreement in place for this. CAB completed an application for a Hardship and Cash First payment which the tenant received and elevated the financial hardship until a payment of Universal Credit was received. The tenant was also advised of other benefits they could apply for.

## SSPCA Partnership

We are an emergency pet food supplier in partnership with Scottish SPCA Pet Aid.

We have been finding people are choosing to feed their pets without having food for themselves or facing the dilemma of having to think about rehoming their pets due to the current cost of living crisis.

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



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



## Energy Advice Project



Community Links Scotland is working in partnership with us to support people who are in energy crisis.

The Energy Advice Project provides advocacy and support and seeks to promote resilience against fuel poverty.

In a 3 month period Clydebank Housing Association staff referred 20 tenants to this service. The total household savings for the tenants referred was a huge £11,059.

### Case Study

A tenant with storage heating was referred to the Energy Advice Project. They had found themselves in a substantial amount of debt with their supplier due to large fuel bills. The supplier had offered no help to the tenant over a significant period. The supplier also refused to install a pay-as-you-go meter, which could have helped the tenant better manage the fuel consumption and reduce the debt owed. The Energy Advisors raised a complaint with the energy supplier, which, after a lot of hard work, resulted in the full debt owed by the tenant being written off.



# World Kindness Day

Thanks to ourselves and many of our contractors, consultants and suppliers (shown right and below), we created a fund of **£1,810** to show kindness to our residents and our community for World Kindness Day 2024!

Feedback has again been amazing. We used 50% of the fund to distribute kind gestures including:

- 8 x £50 Asda vouchers
- 8 M&S wellness boxes
- 1 x M&S hamper
- 4 M&S bouquets of flowers and chocolates
- 5 towel bundles

£900 was handed over to the West Dunbartonshire Community Foodshare for their Christmas Toy Appeal 2024 and was received with thanks.

choose  
Kindness



**CLEARVIEW  
NETWORKS**

## Building Maintenance

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

## Plumbing & Joinery

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

## IT Support Provider

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



## 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



## 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



## Glazing

Regency Glazing  
940 Crow Road, Anniesland  
G13 1JD  
Tel: 0141 950 4400  
Email: info@regencyglazingltd.co.uk  
Contact: Dougie



## 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

## The Ventilation Experts

### Ventilation

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



## 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



## 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





## Community Benefits

We welcome formal and informal community benefits from our contractors for the benefit of our customers.

We were delighted when window contractor, CR Smith, provided some much-needed heated blankets and duvets, for us to hand out to those in need locally.



Caledonian Maintenance kindly donated over 50 selection boxes to assist us with all of our Christmas events.



## News & Information

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



## NEW! Community Support Outreach

Our Community Support Officer, Fiona, will be reaching out to residents who require help and support with issues they are experiencing. Please come along if you would like a chat with Fiona:

- **Monday 7th April, 2pm – 4pm.** Caretakers' office, Lomond View, Radnor Park
- **Tuesday 1st July, 10am – 12 noon.** Centre81, Braes Avenue, Whitecrock

## 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 to 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 24/7:

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

Condensation in the home can contribute to mould and damp issues. Condensation can be reduced by following these handy tips:

- Use an extractor fan or leave your window open when bathing, cooking or drying clothing
- Leave the trickle vents on windows open to help with ventilation
- Close the doors of the bathroom or kitchen when bathing or cooking can help keep moisture from escaping into other rooms
- Try not to overfill cupboards and wardrobes as this prevents air from circulating





## 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 and can help pay lump sum payments for things that are damaged in accidents out with your control.



## 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.



## Blitz Memorial

We again attended the wreath laying ceremony held by Radnor Park Multis Tenants & Residents Association.

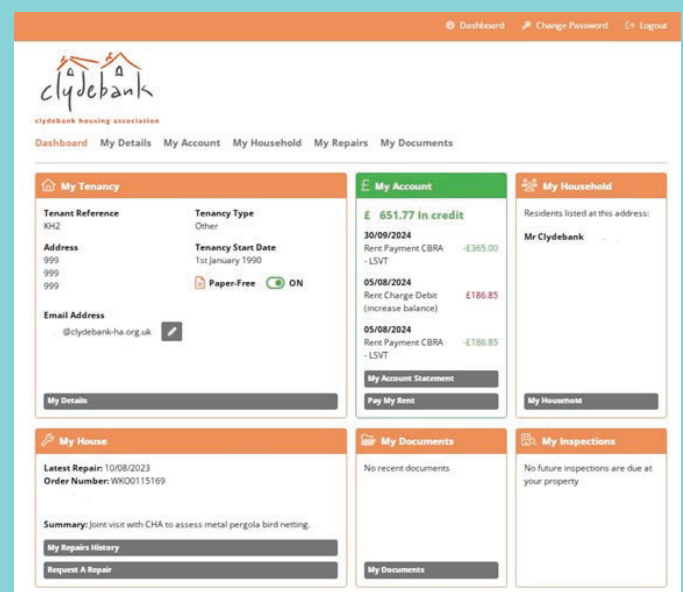
On Sunday 16th March we paid our respects on the occasion of the 84th Anniversary of the Clydebank Blitz. Our Chief Executive, Lynette Lees, attended and laid a wreath in our small memorial garden in the middle of our Radnor Park flats.



## New Tenant Portal Launch

We are looking to launch our new Clydebank Housing Association Tenant Portal in the Summer. The portal is linked to our computer system and is automatically updated. The Portal can be used on any device that has a web browser. You can also add the portal to your mobile device as an app. Our new portal allows you to carry out the following:

- **My Tenancy** – allows you to edit your email address, your communication preference and update your telephone numbers.
- **My Account** – displays your current balance and your three most recent transactions. You can also view your recent statement and pay your rent.
- **My Household** – displays all current residents at the property including date moved in, gender and relationship.
- **My House** – displays the most recent repair, your repair history, and there is an option to request a repair.
- **My Documents** – displays the most recent letter and all previous letters by selecting My Documents option.
- **My Inspections** – displays the next 5 scheduled inspections for your property.



We will be in touch with all tenants over the summer to provide you with portal access information. We will also hold information events. Watch this space!

# 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 2024  |           |
|---|-----------|
| Total number of complaints received   | 29        |
| Number where we were at fault, apology given and rectified  | 17        |
| Breakdown of complaints where we were at fault: 3 Maintenance, 13 Major Repairs, 1 Factoring  |           |
| Responded to in full  | 29 (100%) |
| Resolved at front line (5 days)   | 28        |
| Resolved after investigation (20 days)  | 1         |
| <p>We have identified improvements from complaints, not always just from the ones where we were at fault, including:</p> <ul style="list-style-type: none"><li>District heating emergency numbers clarified and updated in numerous places</li><li>High level of complaints, mainly regarding communication, would have to be considered if company tendered for further major repair works</li><li>Customer service promises reiterated to staff</li><li>Signage being reviewed and instructed if necessary (2 signs installed Jan-25)</li></ul> |           |

## Compliments!

Thank you to our customers for taking the time to provide us with 24 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!



*"I just want to say ALL the staff at CHA do an amazing job and I think it should be noticed. I just want to say thank you for all that you do."*

*"Thanks so much to all the staff at Centre81 for being so friendly & helpful. Nothing is ever too much trouble!"*

## Staff Swapshop

Staff raided wardrobes and lofts to hold a pre-Christmas Swapshop!

Many staff enjoyed taking a few new items home whilst the remaining 5 black bags of children and adult's clothes, shoes and household items were delivered to Barnardos Donation Centre in Clydebank.



## Menopause Café



We held our first Menopause Café on 16th December.

Many of our staff members came along to discuss and gain a greater understanding of all things menopause as both staff members and managers. It was great to get together and also see what other ideas we could incorporate into our staff Wellbeing Strategy.



# Rent Setting Consultation

As part of our annual budget setting process, we consulted with our tenants, sharing owners and tenants group on the rent increase options for 2025/26.

Following consultation, our Management Committee agreed that we will apply a rent increase of 4.5% across all rents from 1 April 2025.

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: 4.5%, 5.5% and 6.5%. Of the 119 who responded, 75% 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 4.5% 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"*.

Thank you to everyone who got involved. A £120 donation has been made to West Dunbartonshire Community Foodshare for the responses received.



*Well done to Mrs McElhill who was the lucky £100 prize draw winner!*



## Big Disability Open Day

### Come and say hello!

We have thoroughly enjoyed taking part in this annual event and meeting with so many local support agencies. We also got to talk to current and potential housing applicants.

Wednesday 16th April 2025, running from 10am to 3pm at the Barclay Church, Dalmuir, Clydebank, G81 4JH.



*Sinéad and Fiona attend last year's event*





## Radio Teleswitch Service

**Electric Storage Heaters = Yes. Smart Meter Installation = No. You will be impacted by the Radio Teleswitch Service (RTS) shut down on 30 June 2025!**

As the landlord, Clydebank Housing Association is unable to make arrangement to address this on your behalf. To prevent issues such as loss of heating or hot water, if you meet the above criteria, we urge you to contact your utility provider to discuss this.

Properties within our stock that are likely to be impacted are: 177-189 Glasgow Road, Ian Smith Court, Fleming Avenue and properties at Radnor Park & within Linnvale that have electric storage heaters.

What to do: Look at your electric meter installed by the utility company for billing purposes. Can you see a box which reads Radio Teleswitch? Contact your utility provider.

Unsure? Contact your utility provider.

Already have a smart meter? No action required.



## SSPCA Donation

Staff donated blankets, towels and fleeces.

Staff got together to provide a donation to the SSPCA to help keep the animals at the Milton shelter warm and comfortable over the winter. We are also an emergency pet food supplier partner of the SSPCA.



## Christmas Toy Appeal

Games, toys and pyjamas donated.

Staff took part in the West Dunbartonshire Community Foodshare Toy Appeal for Christmas 2024. They were thanked by Foodshare for their generous donations.



## Rechargeable Repairs

We will endeavour to recharge tenants for repairs which are either the tenant's responsibility or are as a result of wilful damage, negligence or accidental damage.

When you ask us to carry out a repair that you are responsible for, it is your responsibility to pay any associated repair charges for works undertaken by us that are deemed as rechargeable repairs due to neglect, carelessness or deliberate action by you or any visitors to your home.

For more information, you can access our Rechargeable Repairs Policy via our website: [www.clydebank-ha.org.uk/maintenance/maintenance-policies/](http://www.clydebank-ha.org.uk/maintenance/maintenance-policies/).

## 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.

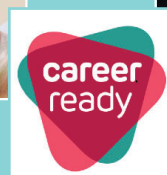
We will actively manage customers who do not respect this right. Our Customer Engagement Policy can be read in full on our website.



## Staff Become Mentors

Joe Farrell, Head of Housing Services, and Sinéad Farrell, Customer & Corporate Services Manager, recently became career mentors.

The staff members each mentor a young person from a local high school as part of the Career Ready Scotland programme for 2024-2026.





## What we've done

- Electrical Upgrades – Various
- Water System Upgrade – Radnor Park
- Window Refurbishments Complete - Glasgow Rd and Dumbarton Road
- Window Refurbishments (Ongoing) – Alexander St, Kilbowie Road, Whitecrook St, Forth St, Bon Accord Square
- Kitchen Refurbishments – BISF Semi Detached Properties Linnvale

Total Investment in our stock > £2 million

## What we're doing 2025-26

- Bathroom refurbishment Crown Avenue – out to tender. Confirmation of contractor pending. **Expected start Spring 2025**
- Window Refurbishments - Bell St, Crown Avenue, Jean Armour Drive, 15-27 Bannerman Place, McGregor Street, White Street, Melfort Court. **Expected start Spring 2025**
- Kitchen Refurbishment (Whitson Fairhurst – Linnvale). Procurement to commence Autumn 2025. **Expected start Jan 2026**
- Rewires (Radnor Park) – Procurement Complete. **Work scheduled within individual properties based on last electrical inspection date.**

## Window Refurbishments

Work is ongoing with hugely positive feedback to date.

CR Smith will be contacting all tenants in the coming weeks to arrange a survey to allow us to set up window replacement programme. This will provide a huge benefit in terms of heating your home more efficiently. We would urge that you allow access for this survey so we can progress the contract to the manufacturing stage. We have had excellent feedback from the windows that have been installed recently:

*"No more drafts or noise from the traffic outside!"*

*"The house is much warmer. I haven't had to put the heating on nearly as much."*

*"Workmen are very kind, professional and efficient and were very respectful of my home."*

*"Overall, I am very happy with the windows and the very professional service from CR Smith."*

Some frequently asked questions about the contract are:

**What type of windows are being installed?** Upvc tilt and turn windows

**What colour will they be?** White on the inside. External colours will vary between brown and white depending on requirements in title deeds.

**What access is needed?** Contractor requires access for a survey to measure. After this, access for the installation is needed.

**How long does the install take?** We try to complete in one day however it may require access over two days for the installation and additional visits to complete snagging.

**I'm happy with the windows I have. Can I refuse?**

Based on the terms of your tenancy agreement, no. We see these works as essential for future maintenance of the property and individual installations are considerably higher in cost. All procedures will be followed to access the property for the works to

be completed and any associated costs for this will be recharged to you. We want to avoid this though so communication with us and the contractor is key.

**The date given doesn't suit.** Not a problem. You can contact CR Smith to discuss an alternative date. Be mindful extensions are not unlimited but reasonable consideration will be given. Also, no access on the day results in logistical issues and installers are likely to miss out on wages for the day. Again communication is key.

**Will my blinds fit after the installation?** We cannot guarantee this. The majority of tenants haven't reported issues, but this will be dependent on the property and type of blinds installed.

**Will I be reimbursed for window coverings if I have to replace them?** No, this is not covered by your rent payments therefore it is not something that we are able to offer.



# CR SMITH



## Electrical Rewires (Radnor Park)

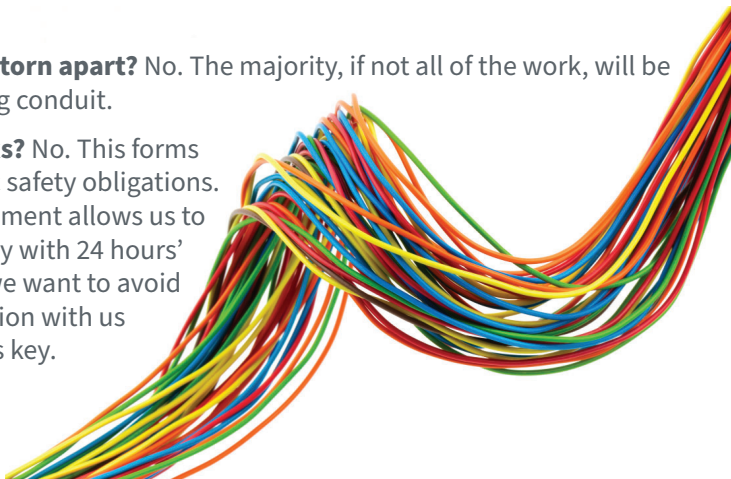
**When will work be carried out?** The work will be carried out no later than the fifth anniversary of your latest electrical inspection.

**What access is needed?** Access for a survey and on the day of install is needed.

**Do I need to do anything prior to the work?** Access to the hall cupboard should be available. The contractor will give advice during the pre-work survey.

**Will my house be torn apart?** No. The majority, if not all of the work, will be done using existing conduit.

**Can I refuse works?** No. This forms part of our electric safety obligations. The tenancy agreement allows us to access the property with 24 hours' notice, however, we want to avoid this. Communication with us about any issues is key.



## Bathroom Refurbishment

**What are you doing?** Renewing bathroom suite, installation of wet wall and inspection of walls/ceilings for mould/damp issues.

**Do I get a choice of colours?** Yes. You will be given an opportunity to choose colours from a small range at your pre-work survey.

**Who is the contractor?** Contractors are submitting proposals, and our Management Committee will appoint a contractor once these have been assessed. Tenants will be notified of this decision shortly.



For all contracts - if you are worried about the condition of your property please contact us to see how we can assist you.

## NEW - Health & Safety Corner

We have an array of health and safety obligations which we work tirelessly to adhere to. But tenants have responsibilities too!

### Electrical

This includes the safe purchasing of electric bikes, scooters, batteries and chargers, including ensuring they are purchased from reputable suppliers and should meet relevant British or European safety standards.

### Smoke Alarms

We remind you to test your smoke alarms on a weekly basis.

### Communal Areas

Please ensure your communal areas are not obstructed.

### Fire Doors

Do not prop open fire doors.

### Keeping the property in good condition

This includes keeping your home reasonably clean, carrying out minor maintenance such as changing light bulbs, reporting repairs to us and helping to keep communal areas clean and tidy.

### Keeping the property safe and secure

*This is particularly relevant following recent break-in attempts in Linnvale.*

- Windows and doors should always be locked when you go out, even if it's only for a few minutes
- Do not put your name or door number on your keyring. If it is lost or stolen, a thief will have information that could direct them to your home
- Never leave valuables lying around where they can be seen through a window
- If you have a controlled entry system, make sure it is kept shut and locked at all times. Never wedge these doors open

### Bogus Callers

Thieves often pose as officials or contractors to gain access to homes. Never let a stranger into your home or building if you are unsure who they are. If you have a spy hole or door chain use this before opening the door to a caller. Also ask to see identification to check the person is genuine. If the caller cannot provide ID, ask them to come back at another time and use this time to check that they are who they say they are. If you are suspicious of a caller, call the police on 101.



## 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.



## Linnvale Estate – Owners' Responsibilities

We have recently received comments from owners who were unaware that they would be charged a share of the cost of repairs and maintenance carried out within the Linnvale Estate.

We can confirm that our factoring services are carried out in line with the requirements set out in the Title Deeds, which state that all owners in Linnvale (including ourselves) share responsibility for all repairs and maintenance within the common areas of the Estate.

It is the responsibility of a Conveyancing Solicitor to ensure their clients are aware of their factoring obligations when they are purchasing a property. As Factor, the Association aims to assist with this by notifying solicitors of prospective purchasers of the requirement for their clients to contribute to the repairs and maintenance in the common areas of the Linnvale Estate. This information is sent prior to their purchase (where possible) and includes our Written Statement of Services, which outlines the factoring service, as part of the Owners Pack. We always request that this information is shared with the prospective purchasers. Soon after purchase, we also write to new owners providing further information on the factoring service and asking them to contact us if their solicitor did not pass on their Owners Pack so that a replacement Pack can be sent out.

For further information, owners can also refer to their Title Deeds where they will find details of this provision. Any specific queries can always be raised directly with the Factoring Team if owners require any clarification, **0141 941 1044** or [factoringteam@clydebank-ha.org.uk](mailto:factoringteam@clydebank-ha.org.uk).



## Spotlight on Factoring Complaints

**In the period 1st October - 31st December, of the 29 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 to take account of information passed to us from owners.

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.



## Owners Meetings

### Voting on Repairs and Maintenance to Common Areas

As the appointed factor, Clydebank Housing Association has the delegated authority to instruct and carry out necessary works where the anticipated share of the cost due by any owner in the block will not exceed £250. However, where the cost of work does exceed this, we are required to seek authority from the majority of owners in order to proceed. To do this, we will arrange a meeting of owners where the proposed work will be discussed, and a vote held. The majority decision of owners will be binding on all owners in the block.

Over the last few years a number of questions and/or misconceptions have been brought to our attention. Here are a few: -

**As CHA own the majority of properties within the block, there is no point in attending the meetings or taking part in the voting process as the work will be forced through**

We only factor blocks where we own properties ourselves, so yes, we have an interest in maintaining the condition of the common parts of the block and it is therefore likely that we would recommend and vote in favour of proposed work. We do however listen to the views of those in attendance at the meetings and consider all points of views before deciding how to vote.

#### CHA make the rules

All processes for decision-making in relation to the common parts of a block are dictated by the title deeds (or the Tenement Management Scheme as outlined in the Tenements (Scotland) Act 2004 if the title deeds are silent on such matters) and not simply CHA policies or procedures. This will include apportionment of costs, areas of responsibility, notification periods and voting requirements. These vary from block to block and while we will give advice at the meeting you are encouraged to refer to your title deeds for this information.

**I don't want the works to go ahead but others are forcing this on me**

Owners, including CHA, are bound by the conditions set out in the title deeds. It would be expected that the burdens laid down in your title deeds would be explained to you by your solicitor when purchasing your home. It is correct that the majority decision of owners is binding on all owners within the block, even if some owners have voted against the proposed works. We would hope that you would agree that repairing and maintaining the common parts of the block will be beneficial to all owners, however, we aim to be mindful of the difficult economic circumstances that we are all currently living in.

**I want work to be considered but I need to wait on CHA being ready**

As factor we would be responsible for arranging meetings, getting quotes and moving forward with works. If you would like work to be considered, we are happy to discuss this with you and other owners in the block. Communication is vital and those living in the properties will provide valuable insight into what's required to maintain so please do not hesitate to let us know if there are works you would like us to consider.

*Some of our factoring team*



*An owner event*







## High Value Works

Maintaining properties can be a big financial concern for anyone.

Large works, such as roof renewals, are costly. Our Factoring Policy states that large value works (if approved by the majority of owners) are required to be paid by owners in advance of the work being instructed and we understand that this can create financial difficulties for owners. We aim to keep owners informed when we are aware that large components within their block may be reaching the end of their life so that appropriate financial planning can be put in place, however, owners should be aware that this may not always be possible. We operate a 'repairs first' policy to provide value for money but sometimes the end of life arrives sooner than expected e.g. when contractors refuse to carry out repairs to a roof due to health & safety concerns for their employees, we would have no option but to recommend replacement of the roof. In the example of roofs, being unable to repair the roof brings a huge risk of damage to the building from water ingress etc.

Due to the potential financial risk to the Association, payment for high value works will always be requested in advance and we therefore encourage owners to financially plan for repairs/replacements that may be required within the common areas of your block.

If you are concerned about this, we would encourage you to reach out to a member of our Factoring Team on **0141 941 1044** or [FactoringGroup@clydebank-ha.org.uk](mailto:FactoringGroup@clydebank-ha.org.uk).



## Attlee Place – dedicated newsletter

Attlee Place is unique within our stock in terms of its construction.

A dedicated newsletter for each block will be created to provide residents with specific information such as:

- What we do
- Programmes of work due
- Cyclical Maintenance
- Estate Management
- Areas of operation
- How we will seek your views

Keep an eye out for this coming your way.



## Painterwork

Contractual work due to be completed by summer 2025 (target).

- Owners' meetings have been carried out for Attlee Place with agreed works to commence in April 2025
- Costs for Bell Street, White Street & McGregor Street are being confirmed with owners' meetings to be arranged thereafter. We encourage owners to attend the meetings to discuss aspects of the work, ask questions and vote on how to proceed

## Stone Cleaning - Kilbowie Road & Alexander Street



You may recall (December 2023 edition) a condition survey of the stonework had shown extensive works are required.

Unfortunately, our talks with the contractor to get costs at that time fell through. We have been in talks with another contractor and they will now be carrying out surveys and a feasibility study. They will share their results with us and the owners. It is still expected that cost for work will be high, and we hope that you started the necessary financial planning.

We anticipate being in a position to commence this work in 2026/2027 and we will require majority approval from owners at each block before we can proceed. Please get in touch as soon as possible should you have any concerns.



## 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 how we are getting on so far in 2025.

As you know we finished 2024 on a high with a super Christmas lunch at Centre81 along with some great entertainment.

Due to the adverse weather conditions our quiz night in January was postponed. It went ahead on 28th February. We had first time winners "Trio + 1". The winning team was decided with a tiebreak question – such a tense situation. They were presented with a trophy – see photo. Our resident Quizmasters are Bethany and Bobby.

On Sunday 16th March at 2pm we held our annual service to commemorate all those who lost their lives during the Blitz in 1941. Father Martin took the service. We would like to thank everyone who attended especially Lynette Lees (CHA) and Councillor Sophie Traynor. This was followed by the placing of 2 wreaths. One by Lynette and the other by Cameron Wallace (resident) next to the commemorative plaque then refreshments in the church hall.

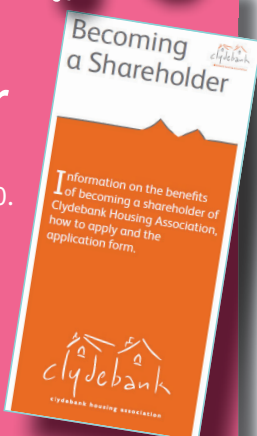
We look forward to another memorable year.

Anne Ashcroft,  
Chairperson

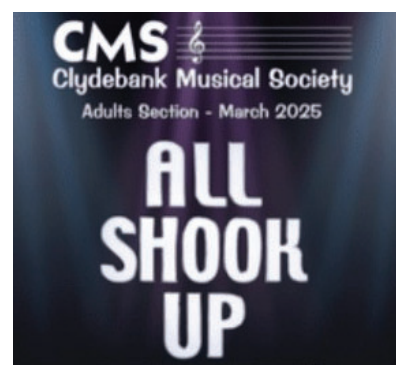


### Become a Shareholder

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/](http://www.clydebank-ha.org.uk/get-involved/become-a-shareholder/). We can help you to fill out the form. Just ask.



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



Well done to Jennifer McKechnie who won our recent Facebook giveaway of 2 tickets for the above!

### Calendar of Events



**We Want Your Views!** Read more about our independent satisfaction survey on the back page.

| Date        | Time      | Event   | Organiser              |
|-------------|-----------|---|------------------------|
| 7th April   | 2pm-4pm   | Meet with our Community Support Officer, Caretakers' office, Lomond View, Radnor Park | Clydebank HA           |
| 16th April  | 10am-3pm  | Improving Lives Open Day, Barclay Church  | Improving Lives        |
| 29th May    | 7pm       | Radnor Park Multis TRA meeting, Radnor Park Church Hall                               | Radnor Park Multis TRA |
| 26th June   | 7pm       | Annual General Meeting & Social Event, Centre81*                                      | Clydebank HA           |
| 1st July    | 10am-12pm | Meet with our Community Support Officer, Centre81, Braes Avenue, Whitecrook           | Clydebank HA           |
| 28th August | 7pm       | Radnor Park Multis TRA meeting, Radnor Park Church Hall                               | Radnor Park Multis TRA |

\*food and refreshments provided



## Cosy Afternoons Success!

From November to March every Friday, we held our Cosy Afternoons at Centre81.

In January, to celebrate Burns Day, we served up haggis, neeps and tatties, along with shortbread and Irn Bru. We finished up with an Spring/Easter themed afternoon.

Over nearly 5 months of Cosy Afternoons, we have welcomed more than 450 people. There were many new faces. Our catering was provided by Café81 and the feedback was again really positive!



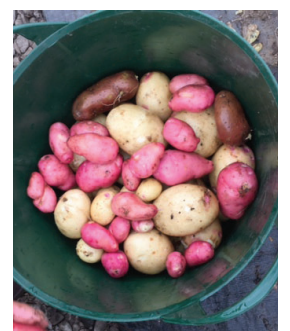
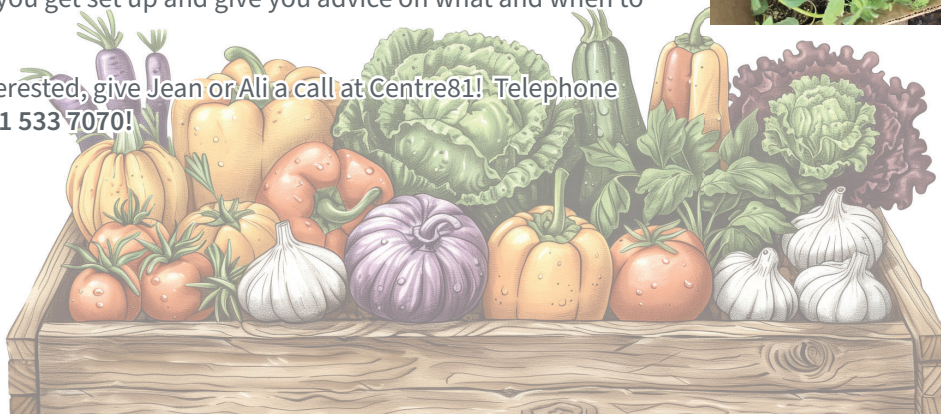
We distributed Grab & Go breakfast bags to Primary 1 to Primary 7 children during the February half-term holidays. This was funded by our Community Pot.

## Raised Beds Available

We have a couple of raised beds available at Centre81. Springtime is the perfect time to get planting!

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!



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



## Centre81 Steering Group Easter Holiday Kid's Club

Wednesday 9th April  
11.30am - 1pm

Thursday 10th April  
3pm - 4.30 pm

Wednesday 16th April  
11.30am - 1pm

The Steering Group & Centre81 joint  
Easter party will be on Thursday  
17th April, 3.00pm - 4.30pm.

Games, DJ, Easter eggs &  
refreshments.



## Gym81

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

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



\*a one-off £10 gym induction charge applies

Pop in for  
a delicious  
breakfast from  
10am, lunch,  
coffee, cake or  
ice cream!

Last orders 7pm.

@cafe81clydebank



## Cafe81



# International Women's Day 2025



A wonderful day was had by all who attended the International Women's Day 2025 event at Centre81, organised by ISARO Community Initiative.

Guest speakers included Marie McNair MSP, Naim Sohail of West Dunbarton Ethnic Women Group, Janet Oluwatosin from African Women Support Network and Amira and Freya from Moments of Freedom. Everyone was treated to delicious multi-cultural buffet lunch, there was also information stalls, henna art and wonderful singing by Bukky.







Funded by NHS GGC Health Improvement

## Cooking Classes

We held our first 6 week block of healthy eating cooking classes in January and February.

Participants focused on learning how to cook healthy, low cost meals. On completion of the course, they were also given a free induction and three month Gym81 membership. The group enjoyed the course so much, they held their very own 'Come Dine With Me' together after the block was finished. We'll be running more workshops over the coming months. Keep an eye on our Facebook page for dates and times.



## Syrian Cooking Sessions @ Centre81

Monday 28th April - 10am-12 noon

Monday 12th May - 10am-12 noon

Learn how to make authentic, delicious & nutritious, healthy Syrian dishes such as houmous, Baba ganoush and fattoush.

Call 0141 533 7070 to book a place.  
Sessions are FREE.







# BINGO

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.



## Community Litter Pick

Well done and thanks to Sinéad, Angela, Lynne and Drew from Clydebank Housing Association's staff who helped out at the Whitecrook litter pick organised by the Whitecrook Community Action Group.



We were delighted to get involved on Friday 21st March and to provide the volunteers with water, a cereal bar and an invite to pop into Centre81 for some soup afterwards. Great community spirit!



## Fitness Classes

Monday - YOGA - 10-11.15am

Tuesday - PILATES - 10.30-11.30,  
CIRCUITS - 6-7pm

Thursday - CHAIR YOGA- 10-11am,  
KETTLEBELLS - 5.30-6.30pm

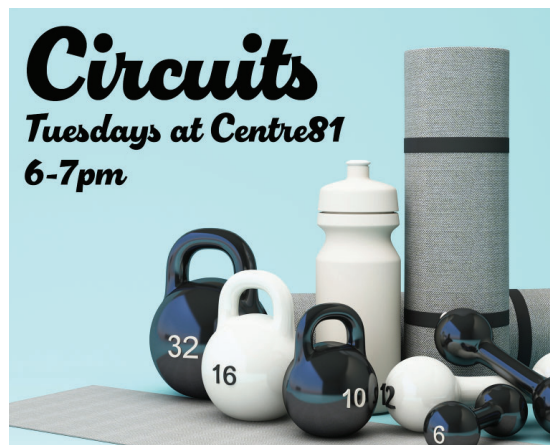
Friday - TAI CHI - 2-3pm

ONLY £3 PER CLASS!

Classes are for age 16+. No need to book.

## Circuits

Tuesdays at Centre81  
6-7pm



TAI CHI  
FRIDAYS @ CENTRE81  
2-3PM  
£3 PER CLASS



## KETTLEBELLS

THURSDAYS @ CENTRE81  
5.30pm-6.30pm  
£3 PER CLASS



*"Offering our community more than a home"*



clydebank  
clydebank housing association

## Our Tenant Satisfaction Survey 2025 is underway!



We are committed to improving our services to you and, as always, would really appreciate your views on how we can do this. We have therefore commissioned an independent research company, Research Resource, to carry out a tenant satisfaction survey on our behalf.

We invite you to contact Research Resource to participate in our face-to-face survey. We will ensure that at least 40% of tenants are surveyed.

Should you wish to take part, please contact Research Resource on 0141 641 6410 and they will arrange a suitable appointment with you for the 20-minute doorstep survey, during the day, evenings or at the weekend. Of course, you may also contact them, or us, to opt out.

We really hope you will take part in the survey if you can. All staff will carry ID and a letter of authorisation from the Association.

Thank you to all those who have already taken part!

## 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 days:

- Friday 4th April
- Friday 18th & Monday 21st April
- Monday 5th May
- Friday 23rd & Monday 26th May


Our emergency repairs service will be available during these times as well as outwith our office hours.



## 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)**

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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