



100TH EDITION



The 'Red Hot Chilli Steppers' did it again!

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Annual General Meeting Reminder

Calling all Shareholders! Don't forget you are invited to our 40th AGM on 26 June to be held at 7.00pm in Centre81, 2-16 Braes Avenue, Whitecrook G81 1DP.

The meeting is a great opportunity for shareholders to meet staff and hear about our successes throughout the year as well as our financial position. We will then enjoy our popular social event. We look forward to seeing you there!

~ LIVE MUSIC ~ FISH TEA ~ PRIZE BINGO ~
~ FREE TRANSPORT & RAFFLE ~



AGM2024

This issue in pictures



Mental Health Awareness

Staff enjoyed a full programme of activities for Mental Health Awareness Week

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Radnor Park News

Update from your local residents group, RPMTRA

Page 14



Easter Party Fun @ Centre81

The children had a great time and even had a surprise visit from the Easter Bunny!

Page 16

100th Edition Competition - don't miss out!

Page 5

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, or on 0141 941 1044.



For more information on the fantastic support that Fiona can provide, visit www.clydebank-ha.org.uk/cha-news/press-releases/

Community Support Outreach

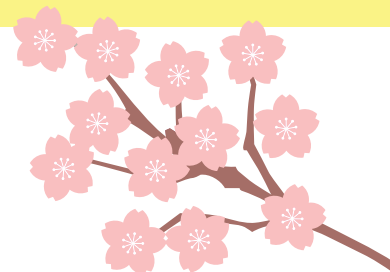
Our Community Support Officer, Fiona, is available to residents who require help and support with issues they are experiencing. Please come along if you would like a chat with Fiona:

- **Tuesday 1st July, 10am – 12 noon.** Centre81, Braes Avenue, Whitecrook



Community Benefits

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



Aico

We are thankful for the assistance from Gregor and Tony from Aico, our smoke alarm technology provider, for spending one of their annual volunteering days with us again. On 8th May they spruced up the area around Centre81. We were glad the sun was shining for you both!



Queens Quay Playground Launch

All Queens Quay landlords had consulted on the 'You Choose Challenge' where CCG (builders) would provide £5k to carry out the chosen activity. The general consensus was the idea of playground markings in the back court with signage asking people to drive slowly due to children playing. We are delighted to report this work has been carried out and our staff attended the launch event on 8th April.

Research Resource

As part of their contract for the Tenant Satisfaction Survey, Research Resource committed £100 as a community benefit. We used this to help support a tenant moving into their home.



NEW - Annual Tenant Visits

We want you to feel safe and happy at home and our new annual visits will play an important part of this.

Every year you will now get a visit from your Housing Officer! You do not need to do anything before your Housing Officer arrives – just make sure you are at home on your appointment date and time.

The visit will last around 30 minutes and gives you the chance to see your Housing Officer face-to-face. It will be an opportunity to discuss any issues you have and find out how we can support you. We can also make sure your home remains safe and is in good condition.

This annual visit is an important part of your tenancy agreement. Your Housing Officer will be in touch to agree a date and time that suits you.

If you would like more information about annual visits, get in touch today on 0141 941 1044.



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.



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

T: 0141 941 1044

CAB can help to claim for benefit or entitlements such as Community Care Grants, Limited Capability to Work Related Activity on Universal Credit or Employment Support Allowance or entitlement to Disability Benefits.



News & Information

Kiltwalk Success!

The 'Red Hot Chilli Steppers', a team of 13 staff, walked 14.4 miles at the Kiltwalk on 26th April and raised a fantastic £1,545 for Crohn's & Colitis UK. This is the 3rd year in a row our staff have taken part. We thank our Management Committee for their support by covering the entry fee.





New Tenant Portal Launch

As mentioned in the Spring newsletter, we are now delighted to report that we have now launched our new Clydebank Housing Association Tenant Portal! 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 update information in the following categories:

- **My Tenancy**
- **My Account**
- **My Household**
- **My House**
- **My Documents**
- **My Inspections**

All current portal users will have had information sent to them already about the new portal.

Come to our demo event!

Tuesday 8th July, drop-in
2pm-4pm at Centre81, 2-16
Braes Avenue, Whitecrook
G81 1DP.
Refreshments
provided

Portal: <https://clydebank.myhome-portal.com/>

User guide: www.clydebank-ha.org.uk/cha-downloads/cha-general-information/

Contents Insurance

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

It is important 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.



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/.

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:

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





Radio Teleswitch Service

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

If you have storage heaters in your home and still have an RTS meter, you're heating, and hot water will stop working on this date.

As the landlord, we are unable to make arrangements to address this on your behalf. To prevent these issues, 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
- Properties at Radnor Park & within Linnvale that have electric storage heaters

What you need to do:

Contact your electricity supplier immediately to arrange an upgrade to a smart meter. This will help avoid any disruption to your heating and hot water services.



What we've done:

- Gave advice from Spring 2024
- Engaged with local support agencies
- Held tenant engagement events
- Contacted all tenants affected by letter
- Knocked on doors

What we will do:

If you contact us after 30 June to report a loss of heating or hot water, and it's found that you haven't upgraded your meter, we will have to direct you to your utility provider for support. If any repair is found to be caused by the RTS shut down, it would be rechargeable.

If needed we will signpost you for support through our Community Support Officer.

What we can't do:

Any work to any meter in your home as they don't belong to us.

Big Disability Open Day

We thoroughly enjoyed meeting with so many of the community partners that were there on the day in April. Some of the articles in this newsletter are a direct result of meeting those partners! It was also great to chat to current and potential future housing applicants. Thanks for having us!



Sinéad and Fiona attend the event

Competition Time! 4 x £100 Vouchers

For your chance to win one of 4 £100 grocery vouchers to celebrate this being the 100th edition of our ChitChat newsletter and our 40th anniversary year, simply answer the following question!

Question: How much did our staff team raise for Crohn's & Colitis UK by doing the Kiltwalk?

Clue: It can be found somewhere in this newsletter!

Return your answer via email to sinead@clydebank-ha.org.uk, fill in the answer form online www.clydebank-ha.org.uk/cha-news/competition/ or call the office by 25th July 2025 at 4pm. Four winners will be picked from the entries at random and the winners notified week beginning 28th July.

Rules: one entry per household, you have to be a resident of one of our properties or a shareholder and over 16.

100TH EDITION





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 2025

Total number of complaints received	21
Number where we were at fault, apology given and rectified	14

Breakdown of complaints where we were at fault: 9 Maintenance, 2 Major Repairs, 1 Housing Management, 1 Finance & Corporate Services & 1 Factoring

Responded to in full	21 (100%)
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Resolved at front line (5 days)	21
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Resolved after investigation (20 days)	N/A
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We have identified improvements from complaints, not always just from the ones where we were at fault, including:

- All staff will receive training on our Customer Care Policy (carried out March 2025)
- Contractor spoken to regarding communication
- Review of contractor's code of conduct and toolbox talk required
- Wording of a sign changed

Compliments!

Thank you to our customers for taking the time to provide us with 19 compliments between January and March, totalling 71 for the year.

We don't always get it right. We value and report on complaints and strive to improve but it is lovely to also be able to receive compliments so thank you to everyone who took the time to let us know when things went well. We appreciate it!

"Tenant was really happy with the work from CR Smith and thanked CHA for the new windows."

"Owner thanked us for the support they have received with their factoring account."



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 and it's on our website (www.clydebank-ha.org.uk/about-us/making-a-complaint/).





Competition Winner!

Congratulations to the lucky winner of our Easter hamper.

The winner took part in our Facebook competition to win a basket full of Easter goodies, including arts and crafts, chocolate goodies, an egg, bunny and more! The winner kindly wished it to be donated to a family with young children who thoroughly enjoyed receiving it.



Check out our 100th edition competition on page 5

Bipolar Scotland

Bipolar Scotland is Scotland's national charity for supporting people living with bipolar as well as their loved ones.

Support Groups

They offer more than 15 support groups each month. Many of their support groups can be accessed from home utilising the Attend Anywhere NHS platform and they have various in person groups. Their support groups are peer led in which the learning and experiences shared are from others living with the condition.

Self-Management Training

These free sessions are designed around support self-management principles and looks at accepting the condition, lifestyle factors, early warning signs and triggers to name a few. They also offer a version of this for friends and family.

For more information, visit their website: <https://bipolarscotland.org.uk/>



Your Right to Repair

The Scottish Secure Tenants (Right to Repair) Regulations 2002 contains provisions for a statutory Right to Repair scheme to cover the right of all tenants on a Scottish Secure Tenancy to have certain small urgent repairs carried out within given timescales. It also makes provision for compensation to be paid to the tenant should a qualifying repair not be completed, without good reason, within a maximum period.

Read more here: www.clydebank-ha.org.uk/maintenance/right-to-repair/.

Annual Reminder



Scottish Government
Riaghaltas na h-Alba
gov.scot

In Sympathy

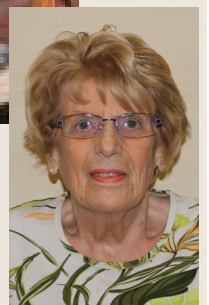
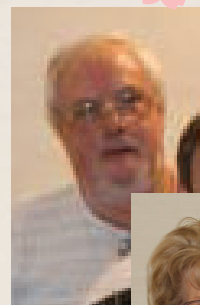
Our staff team was saddened to hear of the recent passing of 2 former Management Committee members.

Fergus Russell

Fergus served on our Committee in 2013/14 and 2014/15. Our thoughts are with his family at this time.

Dorothy Bain

Dorothy served as a volunteer from 2011 to 2016. Our thoughts are with son, Douglas, and wider family at this time.





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.



Did you know? You can apply for permissions to make alterations to your home online.

We have forms online which you can access 24/7 for our most popular alteration requests:

- Laminate Flooring
- Electric Over Bath Shower
- Satellite Dish
- Replacement Skirting Boards/Facings

It's very important to ask for permission as there are Ts & Cs to meet and anyone not meeting these would be responsible for any rechargeable repairs as a result of the alteration.



Dementia Roadmap

Promoting living well with dementia across West Dunbartonshire

Looking for more information about local advice and support available for people affected by dementia?

A new resource for anyone living with, or affected by dementia - a "one-stop shop" for people living in West Dunbartonshire.

On this website you will find information about groups, services and resources.

End of Life

Caring Well

Supporting Well

Living Well

Diagnosing Well

Keeping Well

Whatever your questions, visit
www.scotland.dementiaroadmap.info/westdunbartonshire/
 Email us at dementia.website@west-dunbarton.gov.uk

For Support from Alzheimer Scotland call National Dementia Advisor helpline on 0808 808 3000



West Dunbartonshire
Health & Social Care Partnership



MAGGIE'S

Everyone's home of cancer care

We can support you wherever you are.

If you or someone you love has cancer, we're here for you:

- Call: **0300 123 1801** or arrange a callback
- Visit us at a centre. You don't need an appointment – just come in.
- Email: enquiries@maggies.org
- Website: www.maggies.org

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 go Back to School!

Kilbowie Primary School Eco-Committee visit.

Jack Devlin, Housing Services Manager, and Sinéad Farrell, Customer & Corporate Services Manager, visited Kilbowie Primary School on 31st March. The school's pupil eco-committee asked if we could discuss our Combined Heat & Power (CHP) company with them, CHA Power Ltd. The visit was well received and finished with a walk to the CHP plant room and seeing pipework within the cage areas.



Mental Health Awareness Week

During Mental Health Awareness Week in May our staff took part in garden workshops at Centre81, sunny lunchtime walks, a Fika morning (coffee & cake) and finished the week off with a fabulous fresh, healthy lunch in our boardroom.



Scottish Housing Day 2025

Invite to Afternoon Tea with Staff!

To celebrate Scottish Housing Day we'd love to invite tenants to the office for afternoon tea on Wednesday 17 September 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 by 29 August.



Support

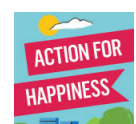
We wanted to highlight some places you can go for support for your mental health:

www.mentalhealth.org.uk/

www.samh.org.uk/

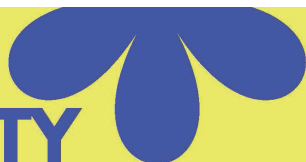
www.nhs.uk/nhs-services/mental-health-services/

www.actionforhappiness.org/





YOUR COMMUNITY DROP-INS



Do you have an issue in your community you want to discuss?
Do you want to link up with or start a community group?
Come and speak to the Communities Team

In WDC libraries:

Alexandria- Tuesday 10-12noon and
Thursday 1pm to 3pm

Clydebank- Wednesday 10-12noon

Dalmuir- Thursday 10-12noon

Dumbarton- Thursday 1-3pm

Sign up for our
Newsletter

Report an issue
in your area

Funding support

Signposting

Community
Opportunities

In community venues:

*Centre 81, Whitecrock- 11am-1.30pm
(on the 1st Wednesday of every month)

*Dalmuir Barclay Church- 11am- 2pm
(on the last Friday of every month)

*The Concord Centre- 10am-1pm
(on the 2nd & 4th Friday of every month)

Contact us at:

YourCommunity@west-dunbarton.gov.uk

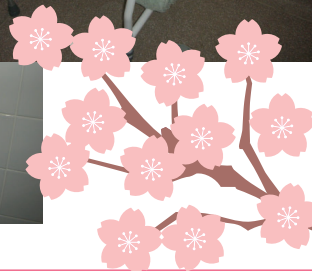
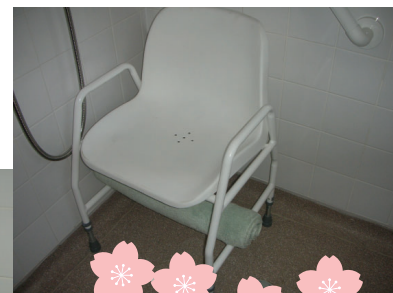


Do you need any adaptations within your home?

Do you feel that an adaptation within your home would be beneficial to you? We could possibly help!

We receive funding, on an annual basis from the government, which allows us to carry out certain adaptations which allows our tenants to live safely in their home.

If you feel that this would benefit you then please contact your Occupational Therapist at WDC and ask for them to carry out an assessment and send the form to CHA.



Tenant Satisfaction Survey Thanks



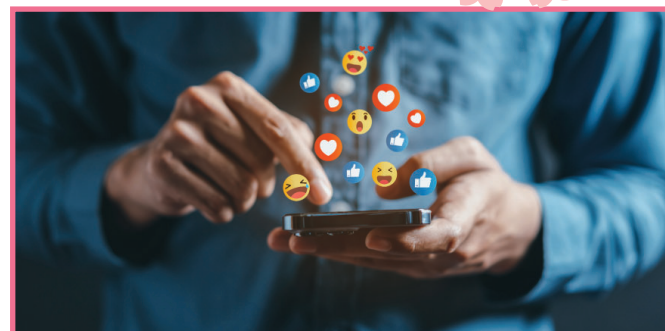
We are very thankful to the 485 tenants (40%) who participated in our tenant satisfaction survey with independent research company, Research Resource. The results are in!

We were so pleased with our results. 93% of tenants stated they were satisfied with our overall service.

Lynette Lees, Chief Executive, said, "Thank you to each of the tenants who took the time to talk with Research Resource when they visited. The results were again really strong and are especially pleasing as it is a significant year for CHA – we celebrate our 40th Anniversary."

Other highlights include:

- 94% of those surveyed feel their rent offers value for money
- 99% of tenants find it easy to communicate with us, felt kept informed about services and decisions and felt satisfied with opportunities to participate in and influence our decisions



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



Clydebank Housing Association



@clydebankha

We are compiling a special newsletter on the Satisfaction Survey results to answer the main points raised within the survey and provide you with information and advice.

Thank you so much again to those who participated. We appreciate it!





Legionella tip!

When returning from holiday run your taps and shower (if you have one) for 5 – 10 minutes before use.



Test your smoke alarms regularly – at least monthly!



We will test your alarms at your gas service or electrical inspection.

Fire Safety - Multi Storey Flats

We were notified of a small fire in the bin store room of Lennox View in May which was contained to this area and no-one was injured. All remedial works to the affected bin chute were completed as a matter of urgency alongside the minimal smoke damage. We thank the Scottish Fire and Rescue Service for attending and getting the fire under control promptly and can confirm that all of our safety measures were effective.

Further to that, we were made aware of a wilful fire raising attempt in the same block the following evening and can confirm that no damage was caused. We understand this would have been a frightening experience for our tenants and our staff were on site to provide reassurance.

We reviewed CCTV and liaised with the relevant authorities. The safety of our tenants is paramount.

Please see our Fire Safety in Multi Storey Flats leaflet, here www.clydebank-ha.org.uk/maintenance/maintenance-leaflets/, should you need to refresh on any fire safety information.



Common Blocked Drains

To prevent the drains at the property becoming blocked please only put toilet tissue down the toilet and ensure wet wipes go into the bin.

Many wipes contain plastic, meaning they don't break down in the sewer, causing blockages. This is harmful to the environment and local wildlife so it's something to be mindful of. If reoccurring blockages occur and it is found to be caused by yourself putting anything other than toilet tissue into the toilet, this could become a rechargeable repair. Please be considerate of this as it affects you and your neighbours.

The close/common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your close/common stair? It may not necessarily be in your flat! A fire started in a close/common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole close/common stair. Items left in a close/common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building.
- Make sure storage areas are kept locked.
- For advice on uplifting items contact your local Council.

If fire does start

- Keep doors closed to prevent smoke filling your house.
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can.

To request a free Home Fire Safety Visit

CALL 0800 0731 999

For more fire safety advice visit:

www.firescotland.gov.uk



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

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.



Our Management Fees Explained

The Association aims only to cover its costs in providing a factoring service to its owner-occupiers.

Full Factoring Service – This is where owners are automatically included in our block buildings insurance policy and pay an annual Management Fee (half invoiced in June and half in December).

When calculating the Management Fee, an assessment is carried out on an annual basis to determine the overheads and the amount of staff time spent on providing the service, including: -

- arranging maintenance and repairs to the shared common parts
- inspecting repairs on completion, as required
- recalling contractors if repairs are not completed to our/owners' satisfaction
- arranging payment to contractors
- liaising with an insurance broker to arrange adequate buildings insurance
- providing insurance information to owners who wish to make a claim
- making insurance claims on behalf of owners for damage within common areas
- issuing bi-annual factors invoices to owners

- dealing with owners' queries
- collecting payments from owners
- applying our debt recovery procedure in the event of non-payment

The annual Management Fee is reviewed in January each year and owners are informed of any change to the fee by 28th February each year.

Owners Out-With the Full Factoring Service - Other Management Fees apply to owners-occupiers that are out-with the Full Factoring Service (i.e. those not included in our buildings insurance).

These fees represent 15% of the invoice total (subject to a minimum charge of £3 and a maximum charge of £35). If there has been no common repairs completed within the billing period, no invoice will be generated and therefore no Management Fee will apply.

All of the above-mentioned services are covered by this Management Fee, with the exception of those relating to buildings insurance.

Spotlight on Factoring Complaints

In the period 1st January - 31st March 2025, of the 21 complaints the Association received, 2 complaints related to our factoring service and 1 was upheld.

An owner was dissatisfied with signage on display while a repair was undertaken. We updated the sign to signpost to assistance and advice. 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.

Stone Cleaning Update

We have employed MAST Architects, who have experience in stone cleaning and repairs at sandstone tenements, to create a feasibility report on buildings at Alexander Street and Kilbowie Road to include issues that need to be addressed and anticipated costs of the proposed stone cleaning. Surveys have been carried out and a copy of the report will be distributed to all owners.

Procurement will be carried out with the view of carrying out works in the financial year 2026/27. The report will allow us to engage with owners about the proposed works and allow us all to financially plan.



Fascia Repairs (Bell St, East Barns St, McGregor St and White St)

Communication has been sent out in relation to our owners' consultation about proposed fascia repairs.

We have appointed NBM Cost Consultants to survey the properties and procure the services of a contractor. They are currently carrying out surveys in properties.



High Value Repairs

As owners of property, we all have an obligation to maintain the properties we own, whether that be Clydebank Housing Association, an owner who privately rents a property or an owner occupier. We would urge all owners to financially plan for maintenance of common areas so that repairs. Examples of big-ticket jobs that can be expected over the coming years are.

- Roof renewals
- Stone cleaning and repairs (Sandstone tenements).
- Fascia board repairs (Bell Street, East Barns Street, McGregor Street, White Street)
- Close entrance doors
- Door entry system renewals

Major Repairs Update

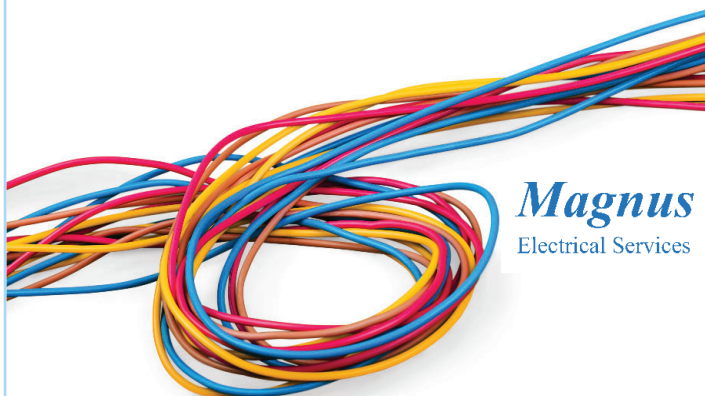


5 Year Major Repairs Plans - our Senior Staff will be reviewing our stock condition surveys from 2018-2024 to update our investment plans. We'll update you on our progress in the next newsletter.

Rewires – Radnor Park

Rewires have commenced at Radnor Park MSF's and will continue over the next 5 years alongside our electrical inspection contract throughout our stock.

Keep an eye out for details of a residents' engagement event where tenants will have the opportunity to find out more and ask questions to our staff and contractor, Magnus Electrical Services.



Bathrooms – Crown Avenue

Surveys have now been completed to properties at Crown Avenue for bathroom refurbishments. We thank everyone who made arrangements for surveys to be completed.

Tenants will receive details of installation dates from CRD Property Renovations & Reinstatements Ltd. 2 pilots have been successful and look lovely (pictured right)!





Common Paintwork – Attlee Place

Bell Decorating Group is making final preparations to start work at Attlee Place. Be on the lookout for signage and notification about these works. We expect the work to start in August.



Windows

Work is now completed within Stage 3 of this contract, currently with CR Smith.

Major investment has been made to our properties at:

- Radnor Park
- 129-189 Glasgow Road
- Dumbarton Road
- Bon Accord Square
- Forth Street
- Whitecrook Street
- Kilbowie Road
- Alexander Street (Blue Triangle still to be completed)

Tenants are benefiting from this work with increased sound insulation and energy efficient windows.... Not to mention, they look great!!

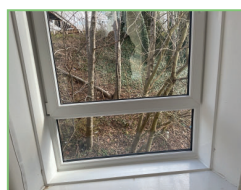
Upcoming Work:

Surveys have been carried out and costs have been approved by our Management Committee for the following areas:

- 15-27 Bannerman Place
- Crown Avenue
- Jean Armour Drive
- Melfort Court
- Bell Street (including entrance doors)
- East Barns St (including entrance doors)
- McGregor St (including entrance doors)
- White St (including entrance doors)

Keep an eye out for further updates. CR Smith will contact you to make suitable access arrangements for work to be completed.

CR SMITH



Get Involved

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 thank all residents who attend our two-monthly Public Meetings. It really gives us an in-sight into what the tenants would like.

Our high-rises are being up-graded at the moment. At the end of April work started in the re-wiring of all the flats. This will take quite a few weeks but, hopefully, once it has all been completed that it will be a welcome improvement.

At this time the committee is looking into possible events for the tenants. At the next committee meeting we will be discussing the possibility of a bus run.

However, we would have to see if it would be financially viable to do so.

On 25th April we held our popular event – the quiz night. The winners on this occasion were “The Five Amigos” – see photo. Our next Quiz Night being held on the 27th of June. Hopefully, there will be another first time winning team.

Anne Ashcroft,
Chairperson



Calendar of Events

*food and refreshments provided
** needs booked in advance, see page 9

Date	Time	Event	Organiser
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
8th July	2pm-4pm	Tenant Portal Demo drop-in, Centre81*	Clydebank HA
7th August	12pm-2pm	Focus Group - Have your say on how we take care of the buildings and homes we own in our Asset Management Policy review, CHA office*	Clydebank HA
28th August	7pm	Radnor Park Multis TRA meeting, Radnor Park Church Hall	Radnor Park Multis TRA
17th September	2pm - 4pm	Scottish Housing Day Celebration - Afternoon Tea**, CHA office*	Clydebank HA

Staff News



Raeann

Result!

We are delighted that Maintenance Assistant, Raeann Rankine, was selected as the winner of the free place on Share's Management Development Programme. Share offered this sought after opportunity to one person within their Young Housing Professionals Network.

Raeann said, *"It feels like a real vote of confidence, and I'm excited to grow my skills, step further into leadership, and contribute more to the team and the organisation."*

Raeann's Manager, Jack Devlin, echoed the thoughts of the whole team, *"There are many talented individuals who attend the Young Housing Professional Network so it is a huge achievement coming out on top. Congratulations!"*



Lynne

Success!

Our Housing Officer, Lynne McGeachan, has successfully achieved her Master of Science (MSc) Degree in Housing Studies through the University of Stirling – one of the most prestigious qualifications available in the housing sector.

Lynne's accomplishment not only represents a significant personal milestone but also reflects our ongoing commitment to supporting the professional development of our staff.

Lynette Lees, Chief Executive, commented, *"Lynne's determination, professionalism, and passion for housing have truly shone through over the past year. Completing a Master's degree while balancing work and life is no small feat."*



Rae

Congrats

Our Asset Management Assistant, Rae Carruthers, proudly become Mrs Rae Connell at the end of May.

We wish the newly married couple the very best for their married life.



Osama

Welcome

We were delighted to welcome on board Osama Almoliky, who started with us in February as our new Estate Caretaking Apprentice.

Osama is out working in the estates with the team and is already a wonderful addition.



Raised Beds Update

Our raised beds are currently all full — thank you for the amazing interest!

If you'd like to be first in line when a spot opens up, just let us know and we'll make sure to keep you in the loop.

Telephone number: **0141 533 7070!**



Bloomin' Lovely



Our C81 Community Garden is thriving.

There's lots happening in the garden: herbs, veggies, and flowers galore. Whether you're interested in growing, learning, or simply relaxing outdoors, it's the perfect time to get involved. Give us a call on 0141 533 7070 for info.



Easter Party Success

In partnership with the Centre81 Steering Group, we held a fantastic Easter Family Party that brought lots of joy and excitement!

The children had a great time taking part in a fun Easter Quiz and egg hunt. We even had a special surprise visit from the Easter Bunny!

A big thank you to Domino's Clydebank & Domino's Knightswood for kindly providing the pizzas — everyone loved them!





What an Amazing Achievement

Champion Dance & Cheer, based in Centre81, have made us all proud with their outstanding performance at the All Star World Championship in Florida!

Mini Strawberry were crowned World Champions in Mini Jazz – what an incredible performance from these young stars! Youth Purple dazzled the stage and brought home the Silver Medal in Youth Pom. A fantastic result and testament to all their hard work and dedication! Huge congratulations to all the athletes, coaches, and families involved in the April trip. Your passion, commitment, and team spirit truly shone on the world stage.

For more info see www.championdanceandcheer.com



Come and
say hello
to the sun

Starting August 2025!

**Wednesday's at
Centre 81**

2-16 Braes Avenue, Clydebank

10:00-11:00 birth to 13 months
11:30-12:30 under 6 months

Book your space today

www.babysensory.com/helensburgh
Tel: 07527445722

Free Bike Repairs

Need Your Bike Repaired?

Pop in and see our Brian our mechanic! Whether it's a quick fix or a full tune-up, we're here to help keep you rolling smoothly.

9am until 12 noon, Monday - Friday.



Cooking Classes @ Centre81

Our recent community cooking classes have been a roaring success!

Over the past few months, participants have come together to cook and enjoy a variety of healthy, low-cost dishes from Syria, Pakistan, Italy, and Scotland.

Some of the delicious recipes we've made together include:

- Baba ganoush
- Hummus
- Chicken Curry
- Lentil soup
- Chickpea stew



These sessions have been a wonderful way to share culture, learn new skills, and connect with others over a love of food.

We're hoping to run more classes in the near future, so keep an eye on our Facebook page for any updates!

These classes have been generously funded by NHS Greater Glasgow and Clyde Health Improvement.



Funded by NHS GGC Health Improvement

Cycling News

West College Scotland Students enjoy the Sunshine on Two Wheels.

We were thrilled to lend our bikes to West College Scotland students, who made the most of the recent sunshine with a cycle around the area.

It's fantastic to see our resources encouraging healthy, active fun!



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

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



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



@cafe81clydebank



* a one-off £10 gym induction charge applies



Our CENTRE81 Summer Programme is packed with fun, creativity, wellbeing, and community spirit for all ages. Whether you're looking to relax, get active, learn something new, or simply enjoy time together - there's something here for everyone!

July/August
2025

Summer @Centre81

Kids Summer Programme with Centre81 Steering Group:
Yoga & Mindfulness
Pottery Painting
Climbing Wall
Sports Tournament
Healthy Eating & Pizza Making classes
BBQ Days

And more:
Tea Dance
Free Gym Inductions
Community Cycles
Massage Taster sessions

Creative Workshops:
Pottery Painting
Jewellery Making
Herbal Gifts Class
Organic Skincare
Windowbox Workshop

Cooking Experiences:
Jam Making
Syrian Cooking Class
Pizza Making
Nutrition Workshops
Curry Masterclass

Come along, get involved, and make the most of your summer at Centre81!
All sessions are either free or low-cost and open to everyone in the community.

Spaces fill fast, so keep an eye on our Facebook page for booking info.

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



Scottish Government
Riaghaltas na h-Alba
gov.scot

THE HUGH FRASER
FOUNDATION



*"Offering our community
more than a home"*



clydebank
clydebank housing association



Our boardroom, which
seats 20 comfortably,
is available for hire.
Contact the office for
more information.

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 18th & Monday 21st
July
- Friday 26th & Monday
29th September

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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