



ChitChat

16 SEPTEMBER
2026

HEALTHY
HOMES

HEALTHY
FUTURES

Scottish Housing Day 2026

We enjoyed a lovely celebration with our tenants. See page 10



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.

Support can include but is not limited to:

- Food/fuel vouchers
- Hygiene/cleaning packs
- Emergency pet supplies

Contact Fiona in confidence by email, fiona.campbell@clydebank-ha.org.uk or on 0141 941 1044.



This issue in pictures



Back to School

St Stephen's Primary School invited staff to help them with one of their exciting projects

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Radnor Residents Group

An update from Radnor Park Multis Tenants & Residents Association

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Cooking Class Success!

With funding from West Dunbartonshire Health & Care partnership, we ran 2 blocks of classes

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Scotland Talks Diabetes Podcast

Diabetes Scotland have launched a new podcast for anyone living with diabetes.

Through real-life stories and lived experiences, the series brings together a wide variety of people who are affected by and living with diabetes, alongside healthcare professionals who support people with the condition every day. From people living with type 1, type 2 and other forms of diabetes, to family members, volunteers and clinical experts, each guest brings their own unique perspective and experiences.



They explore the realities of living with diabetes, from managing day-to-day challenges and emotional wellbeing to navigating healthcare, technology, travel, exercise, sport and much more. Through candid conversations, guests share practical advice, personal insights and inspiring stories that help listeners feel informed, empowered and connected.

Find out more here: www.diabetes.org.uk/support-for-you/diabetes-uk-in-your-area/scotland/scotland-talks-diabetes-podcast.

We hope you enjoyed reading our 41st Annual Report, issued in September, showing how we performed in 2025/2026. As always, let us know if you have any feedback on our publications.



Unacceptable Behaviour

Whilst a vast majority of our tenants and customers treat us with dignity and respect, over the past few years some of our staff have been subjected to increasingly unacceptable behaviours from a small number of customers which have involved both physical and verbal abuse.

Our Customer Engagement Policy details how we will actively manage customers who do not respect that our staff (and contractors) are here to help and are entitled to work in a non-abusive and respectful environment at all times.

Behaviours which will need managed include violent and abusive behaviour, abusive language, unreasonable demands on our service or volume of contact.

Ways we will manage these behaviours include:

- restricting contact by channel (e.g. phone or email) or

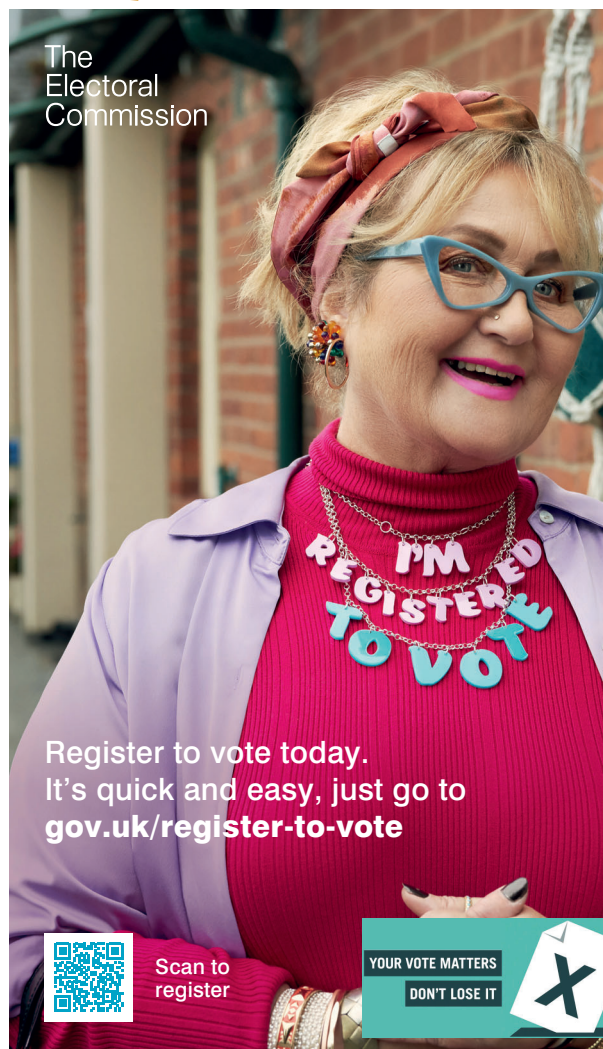
limiting to a named person only

- communicating through a third party such as an advocate rather than direct contact
- restricting time or volume of contact

Our Customer Engagement Policy can be read in full on our website.



The Electoral Commission



Register to vote today.
It's quick and easy, just go to gov.uk/register-to-vote



Scan to register

YOUR VOTE MATTERS
DON'T LOSE IT





Anti Social Behaviour (ASB) Focus Group

Our ASB Policy is due for review and we'd love your input.

We want to listen to your experiences, find out what is working well, and learn if we need to improve how we handle ASB. Of course, we have to continue to operate within the law and per tenancy agreements but you can influence our processes such as response times and level and quality of communications. We have arranged a focus group for **Wednesday 21st October at 1.30pm** at our office. Refreshments will be provided. Spaces are limited to 8 to allow for meaningful discussions so if you'd like to attend, contact Sinéad at the office by email, sinead@clydebank-ha.org.uk or on 0141 941 1044.



Cosy Afternoons Continue - come along!

Join us on Fridays for our Cosy Afternoons at Centre81, 12pm-3pm, throughout 2026*. Enjoy free tea/coffee and soup in a cosy setting. All welcome! No booking needed - just turn up.



*excluding 25/09 & 25/12

Smell gas or suspect CO?
In an emergency, turn off the gas, go outside, and call the National Gas Emergency Service.



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 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.



Contents Insurance

We strongly recommend that residents who do not currently have home contents insurance look into taking out a policy.

Although we sincerely hope that this would not be needed, this can make all the difference in the event of fire, flood, break in or accidental damage.

Please contact your Housing Assistant if you would like more advice on this or you can search the internet for the wide range of providers or speak with local or national brokers.



Information in a different way

We really want all of our tenants and other customers to benefit from all of the information provided in our publications. That's why we send out information, for free of course, in a variety of different ways. We currently issue information on audio CD so it's no problem at all if you'd prefer information this way. We also can provide information in large print, 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.

Smoke Alarms – Test Regularly

Test your smoke alarms regularly by pressing and holding the test button until the alarm sounds.

If your alarm does not sound, or you notice a fault, please report it to us immediately.



Introducing Our New Lift Contractor

We are delighted to welcome Jacksons Lifts as the new lift maintenance contractor for the Radnor flats.

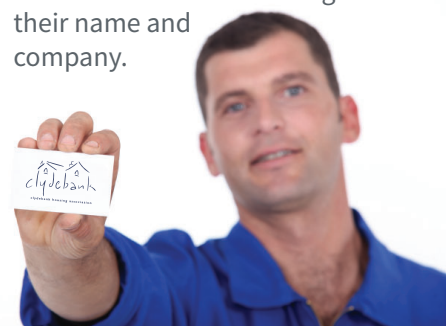
For lift issues or repairs, please see the contact details on our website or on the posters displayed around the flats.



Contractor ID

Always ask contractors to show their ID before allowing access to your home.

Contractors should clearly display valid identification showing their name and company.



Jackson
Lifts • Escalators • Cradles



Change to Out-of-Hours Service

Our current West Dunbartonshire Council Out-of-Hours service contract is ending.

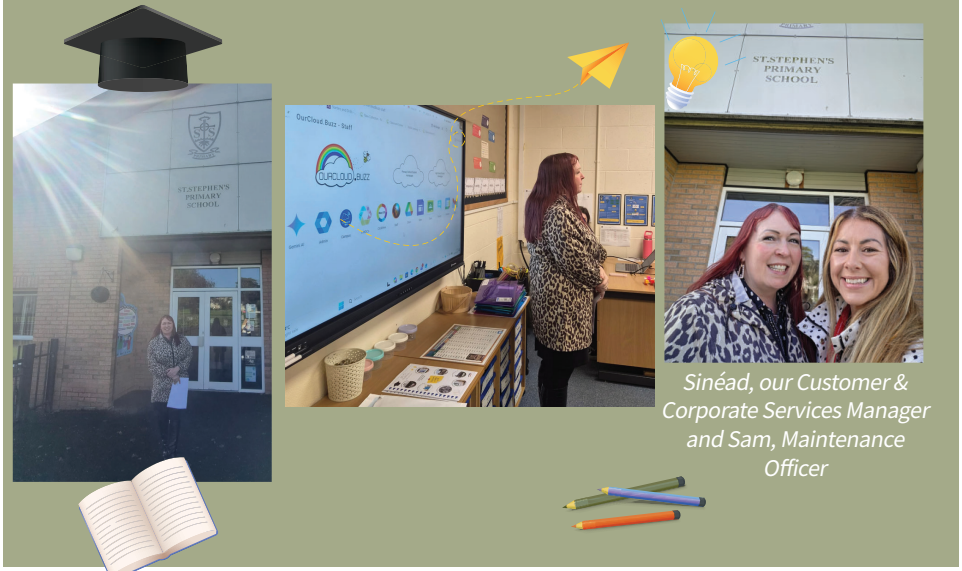
Further information on the new arrangements will be provided to residents shortly. Please look out for future updates.

We thank West Dunbartonshire Council for looking after our tenants' non-heating related emergency repairs out-of-hours for the past 14 years.



Back to School

It was great to visit P4/5 of St Stephen's Primary School and support them in their STEM challenge. We discussed insulation, waterproofing, materials, renewable energy and ventilation and the importance of getting these right in our homes.



Sinéad, our Customer & Corporate Services Manager and Sam, Maintenance Officer

Medical Adaptations

Our medical adaptations budget has now been allocated for this year.

However, we still encourage residents who require an adaptation to their home to contact Occupational Health for an assessment. Your needs can then be identified and considered for future funding.



Radnor Park Drone Survey

As we went to print, drone surveys of the external balconies at Radnor Park were underway to help assess their condition and plan for future maintenance.



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.



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 April - 30th June 2026	
Total number of complaints received	27
Number where we were at fault, apology given and rectified	15
Breakdown of complaints where we were at fault: 6 Maintenance, 3 Housing Management, 2 Housing Management / Maintenance, 2 Major Repairs, 1 Estate Management & 1 Multi Department	
Responded to in full	27 (100%)
Resolved at front line (5 days)	25
Resolved after investigation (20 days)	2
"You Said, We Did" We strive to identify improvements from complaints, not always just from the ones where we were at fault, including: • Use of contractor again for particular type of work will need to be considered and carefully monitored • Discussions with contractor regarding 2 upheld complaints, communication standards and customer services expectations • Closing off of Stage 1 complaints covered at September staff training • Artificial Intelligence (AI) and complaints article to June and September newsletter	

Complaints and AI (Artificial Intelligence)

We have noticed in recent complaints that there has been a continued increase in the use of AI generated text. We appreciate that AI can be a useful tool to help organise your thoughts and notes into a clear and concise structure and understand this is a welcome tool for customers.

However, it can generate false or irrelevant legal arguments, incorrect statements and in general some complex jargon. AI also often gives the user information they want to read rather than provide balanced information. Lengthy information can take time for staff to read, understand and unpick and respond to, taking valuable time away from looking after the daily needs of 1,215 tenants.

Where you have a complaint or query about our services, we feel that it works better for you to state your complaint in clear language, with short bullet points where possible and concluding with your request for the outcome you would ideally like to achieve. Better still, call us or pop into the office to chat it over with us in person. Our office is open all week, Monday to Friday.

Compliments!

Thank you to our customers for taking the time to provide us with 14 compliments between April - June.

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



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**

Thanks to one of our contractors we recently gave away 3 super cosy 15 TOG double duvets. 3 winners were picked from all the customers who liked our Facebook post!





Exciting Opportunity!

We are a large social landlord operating in Clydebank for over 40 years.

Benefits:

- iPad provided
- Broadband paid
- Travel and reasonable expenses provided
- Participation and training opportunities are available throughout the year
- Gain valuable experience and skills

You would play a key role in helping Clydebank Housing Association shape its future direction and decision making about our community.

You should be able to commit to 10 meetings per year, normally held on Tuesdays between 6pm and 7.30pm.

Most meetings are monthly with a few additional quarterly meetings. Meetings are held at our office in Clydebank and online.

WE NEED YOU!

YOU'RE THE MISSING PIECE!

Interested?
Lynette Lees, our Chief Executive, would love to hear from you!
Contact details on back page.

We need you!



Women Working in Social Housing (WISH)



Raeann, our Maintenance Assistant, was asked to speak at Wish's conference, Shaping our Futures: Bold Ambition, Lasting Impact, on 17th September.

As a young housing professional, mental health first aider and aspiring housing leader, Raeann spoke about having experienced social housing first-hand, how she was inspired to build a career in the housing sector and that she is committed to making a positive difference to the lives of others.

Raeann said, *"I spoke a lot about putting yourself forward for opportunities, even when it feels scary. Sometimes you don't feel confident to begin with, but the confidence comes afterwards and you never know where opportunities might lead."*

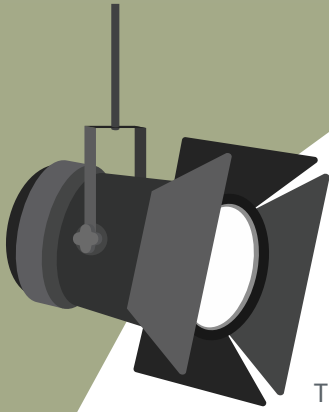
Our Chief Executive, Lynette Lees, said, *"We are so proud. Raeann gave a very inspirational presentation on young leadership."*



You can become a shareholder of CHA for just £1!

Call us on 0141 941 1044 or visit our website for more information:

www.clydebank-ha.org.uk/get-involved/become-a-shareholder/.



Awaab's Law: Working Together to Keep Homes Safe

From 6 October 2026, new legal requirements will strengthen how damp and mould are dealt with in social housing in Scotland.

This means acting quickly when damp and mould are reported, investigating the cause and making sure appropriate action is taken to protect our tenants' health and wellbeing.

New timescales - When we become aware of damp or mould in your home, we must:

- Within 10 working days: Investigate the reported damp and mould
- Within 3 working days of the investigation concluding: Provide you with a written summary of our findings
- Within 5 working days of identifying substantial damp or mould: Start the necessary repair or remedial work
- Within 20 working days: Complete the repair or remedial work once it has started, where reasonably practicable

These timescales mean that reporting problems early is more important than ever.

Your Responsibilities

- Report damp, mould or water leaks as soon as you notice them
- Tell us where the problem is and, where possible, provide photographs
- Allow our staff and contractors reasonable access to inspect and carry out necessary work within the timescales
- Let us know if an appointment is not suitable so we can rearrange it
- Tell us if the problem gets worse or returns after work has been completed

In the event that access is not provided or we are unable to contact you, timescales may be placed on hold where this can be evidenced. Some scenarios:

- Report damp or mould to CHA but cannot provide access for 4 working days = no change to timescales
- Contractor contacts you on day 5 and you are unable to

provide access until day 11 = Period between day 5 and 10 will be excluded from timescale and targets will be adjusted accordingly

- Report damp and mould to CHA, contractor attempts contact from day 1 and unable to reach you until day 13 and informed that access cannot be provided until day 20 = Period between day 1 and day 19 is excluded and timescales adjusted accordingly

Tenant Compensation

Tenants can claim an initial £15 compensation if deadlines are missed, plus an extra £3 for each working day until the repair starts, capped at £100. Timescales may be adjusted based on evidence of no access or failed contact.

Definitions & Exemptions:

Substantial Damp or Mould – growth or moisture that poses a significant risk or harm to the health and safety of an occupier.

Emergency Hazard – severe damp or mould that has an immediate and severe impact on breathing or health of an occupier.

Landlords have a legal exemption from Repairing Standard and Awaab's Law duties where damage to the house has been caused by the tenant not using the house in a proper manner, such as not properly using the heating and ventilation systems. This exemption can be found in clause 16(1)(b)(i) of the Housing (Scotland) Act 2006 under which the Awaab's Law duties have been introduced. However, landlords must not make assumptions that reports of damp or mould are caused by tenant behaviour. For example, landlords must not dismiss or fail to investigate a report on the assumption that the problem is condensation attributable to tenant behaviour. In instances where an investigation establishes that the problem is not a result of a building defect, landlords should report those findings to the tenant and work with tenants to signpost them to appropriate advice and guidance.



(AI Image)

Steps you can take to reduce moisture

Whilst some condensation is normal, there are steps you can take to reduce condensation and help prevent damp and mould in your home.

Increasing ventilation

If possible, you should try to:

- Ensure your air and window vents aren't covered
- Open windows and use extractor fans if you have them, particularly when bathing or cooking. It can be particularly helpful to leave them on for about 15 minutes after
- Leave space between furniture and the walls so air can circulate
- Reduce excess moisture

If possible, you should try to:

- Cover pots and pans with lids when cooking
- Dry clothes outside when the weather is warm. If you need to dry your clothes indoors, avoid drying them on a radiator. Try using a drying rack near a slightly open window
- Wipe down walls, windows and mirrors with a cloth or towel after showering
- Maintaining a reasonable temperature

If you see damp or mould in your home, please report it to us straight away. Don't wait for it to get worse.

Report it early. We'll investigate it. Together, we'll get it fixed.



Remembered always: in memory of 2-year old Awaab Ishak





Scottish Housing Day Celebrations 2026

A huge thanks to all the tenants and staff who came along.

We celebrated Scottish Housing Day with an afternoon tea at our office with staff. It was great to get the chance to relax and enjoy a chat with tenants to celebrate Scottish Housing Day. A lovely spread was put on and everyone had a great time.

The event was held on the 11th Scottish Housing Day the theme of which was healthy homes, healthy futures.



To read about the positive impact that housing organisations like ourselves are making each and every day, and how healthy homes and communities are helping people's physical and mental wellbeing, visit www.share.aflip.in/scottishhousingday2026.

Radnor Park Multis Tenants and Residents Association

On behalf of the Radnor Park Multis Tenants and Residents Association (RPMTRA) I would like to take this opportunity to thank my committee and you all for your support during the year.

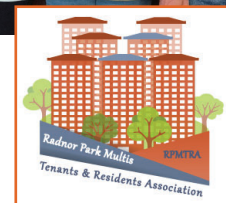
We held our quiz night on 21st August. Winners were presented with a trophy – see photo. We thank our Quizmasters Bethany and Bobby. Unfortunately, due to other commitments, that was Bethany and Billy's final quiz night.

If any of you reading this would like to become our new Quizmasters please get in touch through Sinéad at CHA.

The bus trip to Oban was on 20th June. As you know that Oban is a beautiful town and on the day of the trip the weather was fantastic. There was also a "Sea Shanty" festival so that we had great music wherever we went. After speaking to everyone who went on the trip they all said that they really enjoyed the day. I hope we can organise another outing for next year just as successful.

The next item on our calendar is our AGM on 29th October.

Anne Ashcroft, Chairperson



See page 3 for details of how to book into our Anti-Social Behaviour focus group on Wednesday 21st October at 1.30pm at our office.





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.

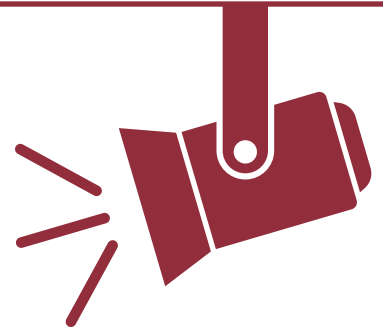
If you have not yet received your Owners Pack, which includes your Written Statement of Services, please check with your solicitor as they should have received this from us prior to your purchase. Alternatively, a copy of your Owners Pack can be re-issued by contacting Fiona White, Finance & Corporate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

Spotlight on Factoring Complaints

In the period 1st April - 30th June 2026, 1 complaint related to our factoring service was received and was not upheld.

Part of the complaint was dissatisfaction at work on their property being delayed due to lack of support from owners in the block. As a factor the Association must follow processes dictated by the title deeds or legislation and in some instances do not have the ability to progress work without owners consent. The maintenance of common areas is a responsibility for all owners, including ourselves. While we will progress works as much as reasonably practicable, we would urge owners to attend meetings or respond to correspondence so that we can carry out our responsibilities without delay, in recognition that such work has an impact on all residents.

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.



Get your gas appliances checked every year by a Gas Safe registered engineer to protect your home and family.



Gas Safety Week
co.uk
Keeping our nation safe

GAS safe
REGISTER

Under One Roof

Under One Roof is Scotland's only charity dedicated to providing free and impartial information to the more than half a million tenement flat owners, and housing professionals, on issues related to tenement maintenance, common repair management, and retrofit.

You can find free information and guidance to help you keep your building warm, dry, and standing strong.

www.underoneroof.scot/

Fabulous £3 Fitness Classes

Tuesday:

PILATES – 10.30–11.30am

CIRCUITS – 6–7pm

Thursday:

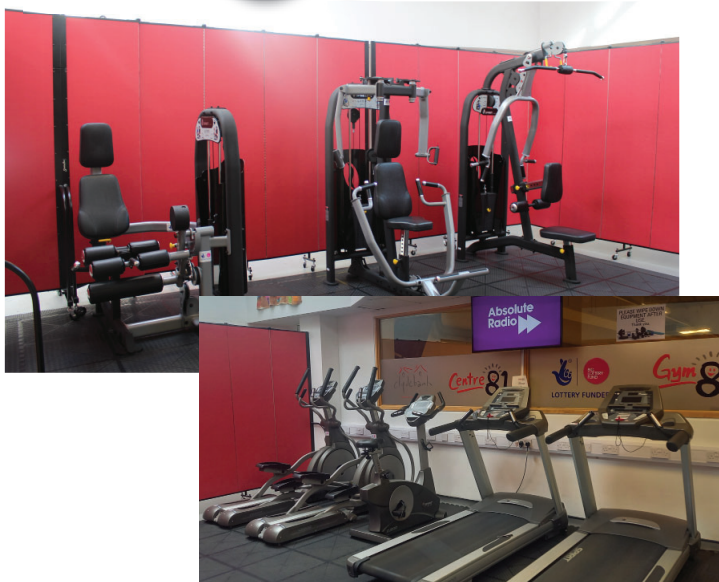
CHAIR YOGA – 10–11am

KETTLEBELLS – 5.30–6.30pm

Friday: TAI CHI – 2–3pm

Monday YOGA will be back soon - keep an eye on our Facebook page for updates.

No need to book! Age 16+.



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



Free Bike Maintenance

Bike needing serviced or needing a safety check? Pop in to Centre81. Our Bike Mechanic is available Monday - Friday, 9am until 12 noon.



Come along to our Cosy Afternoons - see page 3 for more info.



Raised Beds Update

A few of our raised garden beds have recently become available!

The beds will need a little TLC, including weeding and digging over, ready for planting in the springtime. If you're interested in taking on a bed, would like some more information or simply fancy a look around, please pop into Reception and ask for Ali.

We'd love to welcome some new green-fingered gardeners!





Centre81

TEA & TOTS

Every Wednesday
1pm - 2.15pm
at Centre 81
Just £3

All parents, grandparents
& carers welcome
along with their wee ones!

Tea, Coffee
& Snacks

**MOST IMPORTANTLY...
MAKING NEW FRIENDS
NO ONE SHOULD FEEL ANXIOUS**

SPREAD THE WORD!

Thanks for the support ♥ love Lauren & Sinead x

Centre81 Christmas Lunch

Wonderful news for our community!

Alistair from Clydebank East Community Council has secured funding from WDCVS to part-fund our Christmas lunch, which means it's completely free for all attendees. We are incredibly grateful for this support. Please note that our guest list is currently full. However, if you would like to join the waiting list, please contact us and we will let you know if a space opens up.



Pickleball

£3.50 per
person, per
hour

Come and try Pickleball at the centre!
We have all the kit available, so you don't
need to bring anything. It's a great way to
stay active and enjoy a friendly game.

Call us on 0141 533 7070
to book.



Cooking Class Success

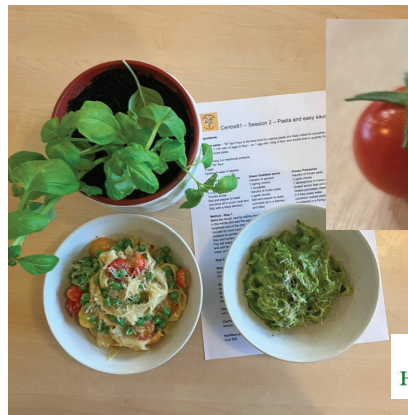


Our second block of cooking classes was a massive success!

It was fantastic to be able to use fresh produce from our community garden in some of the dishes, including potatoes, beetroot, herbs, onions, tomatoes and carrots.

These sessions were made possible thanks to generous funding from the West Dunbartonshire Health & Social Care Partnership.

Stay tuned to our Facebook page for details on when the next block of classes will kick off!



West Dunbartonshire
Health & Social Care Partnership



Summer Fun!

During the summer holidays, we funded two Centre81 Steering Group sessions each week, giving local children the opportunity to take part in a wide range of activities, including arts and crafts, football and baking.

Lunch was also provided at every session, ensuring the children could enjoy a fun, safe and welcoming environment throughout the day.

We also funded a fantastic day trip to Auchinstarry Park, where everyone had a brilliant time and made some great summer memories.



clydebank
clydebank housing association





Upcoming Autumn/Winter Sessions at Centre81

Basket Making

Get creative at our Basket Making workshop. Learn new skills and make your own basket. No experience is needed.

Community Lunch

Join us for our Community Lunch. Enjoy a tasty meal and good company.

Homemade Bath Salts

Learn how to make your own Homemade Bath Salts. Choose your favourite scents and create something special to take home.

Herbal Gifts Workshops

Discover how to make beautiful Herbal Gifts. Learn about herbs and create thoughtful handmade gifts. A fun and relaxing workshop for everyone.

Organic Skincare

Learn more about Organic Skincare. Discover natural ingredients and make your own skincare products. Take your creations home with you.

Curry Masterclass

Spice things up with our Curry Masterclass! Learn new recipes, flavour and cooking tips.

Jewellery Making Workshop

Get creative at our Jewellery Making Workshop. Design and make your own unique pieces. A great way to learn and have fun.

Cooking Classes

Join our Cooking Sessions and try something new. Learn recipes, share ideas and enjoy cooking together.

Bread & Pizza Making

Join us for a fun Bread & Pizza Making session. Learn how to make fresh dough and create your own delicious bread and pizza.

Community Breakfasts & Dinners

Join us for our Community Breakfasts & Dinners. Enjoy good food and friendly company. Everyone is welcome to come along and connect with others.

And already planned for
December - Christmas
Wreath Making & Santa
Visit & Family Party

Keep an eye on
our Facebook page
for updates.

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

Looking for meeting, event or office space with great facilities?

Look no further. A warm welcome awaits you at Centre81!

Centre81



Centre81 provides a range of comfortable, flexible spaces for hire to suit many needs. Our rooms are available for hourly, half-day, daily or longer term hires. To book a tour or enquire, please contact Reception on 0141 533 7070 for availability and rates.

Centre81, 2-16 Braes Avenue, Whitecrook G81 1DP

Facebook: @Centre81Clydebank



Café and Gym on-site

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 and are closed on the following dates when our out of hours service will be available for emergency repairs:

- Friday 25th & Monday 28th September 2026
- Thursday 24th December from 12.30pm to Wednesday 6th January 2027 at 9am



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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Tel: 0141 941 1044 WhatsApp: 07415 401581

info@clydebank-ha.org.uk

Facebook: @clydebankha  LinkedIn: 

www.clydebank-ha.org.uk



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clydebank housing association



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