



Clydesdale Housing Association Limited
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Registered as a Charity with Inland Revenue SC034228



Emergency Repairs over Festive Period

If you have an emergency repair over Christmas and New Year you should contact South Lanarkshire Council on their Freephone number:

0800 24 20 24

This service will commence at **4.00pm on 23rd December until 8.00am on Monday 10th January 2011.**

When you phone this number you will be put in touch with the Council's 24 hour, 365 days a year Call Centre.

Here are some things you need to think about when you call the Council's Repair Team.

- Is it a genuine emergency. **Please do not call unless it is.**
- If it is a genuine emergency try to minimise the problem. Turn off the water, gas or electricity at the mains etc.
- Tell the operator that you are a Clydesdale Housing Association tenant. This will help to identify you quickly.

Reporting Repairs in December



The cut off point for reporting a

routine repair is Monday 13th December 2010. You must provide access to our contractor within 7 days. The last day your repair can be carried out will be **Thursday 23rd December 2010.**

You can continue to report **urgent** repairs until **Tuesday 21st December 2010.**

The cut off for reporting **emergency** repairs is **3.00pm on Thursday 23rd December.**

Thereafter, South Lanarkshire Council will carry out any repairs which are **genuine** emergencies until **8.00am on 10 January 2010.**

Office Closure:

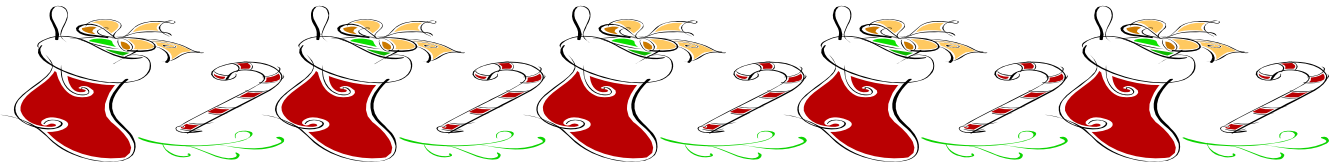
The office will be closed from 1.00pm—4.00pm on 3rd December 2010 and from 12.30pm until 4.00pm on Friday 10th December

Phone SLC's Out of Hours Number if you have an emergency repair.

Our office will be closed for the Christmas period starting on Friday 24th December at 12.00 pm until Monday 10th January 2011 at 9.00 am.



*From all the
Committee and staff of
Clydesdale Housing
Association,
Have a Merry Christmas and a
good New Year Year.*



Cold Weather Precautions 2010

Do you know where to turn the water off? Usually, the stopcock is under the kitchen sink. Alternatively, it can be in the bathroom or the downstairs toilet. (Look for a round cover which can be slid aside). It could be in the hallway near the front door behind a round plastic cover with a screw-fit lid. It may be in beside the hot water tank. Some flats have the stopcock in the close. The valve head sticks through a hole in the wall at high level.

It is a good idea to know where the stopcock is, if you don't already know, spend a couple of minutes looking for it. Don't leave it until it is too late. Keep your house as warm as possible, but don't waste energy. Follow this checklist:

1. Keep the internal doors closed and keep the heat where you want it.
2. Turn thermostats in bedrooms and hallways down, so that the room feels cool when you open the door.
3. Rooms where there are pipes, like the kitchen and bathroom should be kept warm, but not hot.
4. Close the trickle vents in the windows when it gets really cold outside. Draw the curtain or close the blinds

5. Your living room should be the warmest room, so keep the door shut to keep the heat in. If you leave the door open, the heat will drift into the rooms where you have turned the heating down, and the living room will be colder as a result.



6. Keep this Newsletter handy. If you get a burst pipe, call the Emergency Contractor immediately on 0800 242024 and then inform us as soon as possible.
7. You must tell us if you intend to go away for more than four weeks and your house will be unoccupied during that time. When you tell us that you are going away you must also tell us how we can get access to your home in the event of an emergency, while you are away.
8. If your house is going to be unoccupied for any length of time, and there is a risk of water pipes freezing when you are away, you must, turn the water off and tell us before you leave.

Remember, you are responsible for insuring your own personal property.

Condensation

During the winter months we receive many calls reporting dampness. The majority of these calls turn out to be condensation. Condensation occurs more frequently during the winter months due to low outside temperatures. It occurs when warm moist air cools on contact with cold surfaces and is frequently found on or near windows, cold wall surfaces and in or behind cupboards or wardrobes. The moisture is produced by ordinary household activities such as cooking and bathing. Unless the moisture can escape to the outside through an open window, air vent or extractor fan, it will always stay in your home moving around until it finds a cold spot where it can condense and lead to condensation, which often happens in a bedroom. This can then lead to mould appearing on walls, fabrics and paintwork. There are things you can do to reduce condensation: Try to heat the whole home; ventilate your home by opening windows; Avoid drying clothes inside (this produces 10 pints of moisture); Avoid using portable gas or paraffin heaters (5 hours use produces 3 pints of moisture); vent tumble dryers; keep window trickle vents open at all times—keep curtains open at least 4 to 5 hours a day.



Rent Payments over the Festive Period.

Financially this is a difficult time of the year for tenants, and the added expenditure on presents for loved ones dictates that sacrifices have to be made elsewhere in order to make ends meet. This is especially true of families on low incomes who may already have other debt problems and mounting bills.

We don't want to dampen your festive spirit but need to remind you that despite the time of the year, you still have to pay your rent in advance on the 28th of each month.

Your December rent is due on 28th November 2010. Please note for people paying by cash, you need to pay your rent well before our office closes on 24th December at 12.00 noon.

The January rent payment is due on 28th December. Our office will be closed and won't re-open until Monday 10th January 2011. We appreciate this may cause problems to people paying by cash. If at all possible, you should try to pay your January rent in advance.

If, not, please make sure you pay your rent when the office re-opens on 10th January. May we take this opportunity to thank you for working with us to reduce rent arrears. Our firm, fair and consistent approach to recovering rent arrears is working.



Blantyre and South Lanarkshire Credit Union Limited.

As some of you may be aware, there is now a credit union operating in the Clydesdale District called the Blantyre and South Lanarkshire Credit Union Limited.

There is a computer in our reception area which provides information about how a credit union operates. Please feel free to have a browse if you are visiting the office.

Application forms are available in our reception area which you can pick up at any time. A freepost envelope is also included for you to send back your completed form.



