

Newsletter

SUMMER 2018

issue 16

Clydesdale
HOUSING ASSOCIATION





Have your say

Our Annual General Meeting this year will take place on **Wednesday evening, 5 September 2018** at Lanark Memorial Hall.

Invitations to all share-holders will be posted out nearer to the time, with more details about the event and the schedule for the evening.

There will also be:

Prize Draw

Refreshments

An opportunity to meet our Management Committee members

If you would like to attend but are not yet a share-holder then please call Elizabeth Miller on 01555 665316 for further details.



SEPTEMBER 2018						
SUN	MON	TUE	WED	THU	FRI	SAT
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6



Customer Service

We are always looking for ways to improve our service to you. We noticed that many of our tenants were unsure which of our staff they needed to speak to about their enquiry. This meant they were often telling one person about the issue and then had to be transferred to another member of the team. We really want you to get through to the best person to deal with your enquiry as quickly as possible, so we've reduced the number of options you hear when you call us. Please choose from the following:

- Option 1:** To report a repair, enquire about factoring, or to discuss open space maintenance
- Option 2:** To speak to your Housing Officer
- Option 3:** To speak to the Corporate Services team



Gala Day Fun



Ewan Tweedie - First Page



Carnwath Gala Day 23 June 2018

The General Data Protection Regulation (GDPR) has been proposed by the European Commission.

What is it? GDPR is a new set of rules designed to give individuals more control over your personal data.

When does it happen? GDPR came into force on 25th May 2018.

What we have done? We have provided you with information on how we collect, use, store, share and retain your personal data. You should have received a copy of our Fair Processing Notice which looks at how we do this.

If you haven't received this yet, call us on 01555 665316 and we will be happy to send it to you, or why not visit our website www.clydesdale-housing.org.uk where you will find a copy of this along with our Privacy Policy.

When you contact us, we will ask you security questions such as your date of birth. This is to allow us to access your records and reduce the risk of breaching your confidentiality.

What this means to you This will help you gain a greater level of control over how we collect and process your data.

More information If you would like more information contact our Data Protection Officer Jane Guthrie on 01555 665316 or email her at mail@clydesdale-housing.org.uk



Medical Adaptations... ...to your home

Our Waiting List

As you may know, we are allocated a small budget each year from the Scottish Government to pay for medical adaptations to our tenants' homes. The aim is to adapt homes as our tenants' medical needs change, which helps and supports tenants to stay in their homes and in the local community.

Medical Adaptations

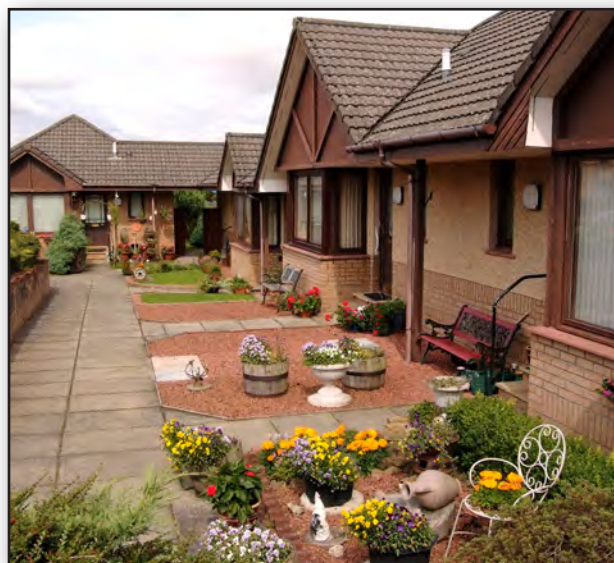
Medical adaptations can include works like installing level or wet floor showers and adding handrails to assist you in your home. Adaptations can also be fitted to help those with eye or hearing impairments.

How to Apply

To be eligible for a medical adaptation, you need to be a tenant or be part of their household and have your medical need assessed by an Occupational Therapist (OT). Your GP can make a referral to an OT. Your OT will complete and send us a form that will tell us the details of the adaptation needed.

More information

If you would like to talk to someone about applying for a medical adaptation, please call Kirsty Kennedy, our Technical Services Officer on **01555 678949**.





Locked Out, Lost Keys, Spare Keys?

Accidents can happen, what would you do if you lose your keys and get locked out your home!

Have you got a spare set of keys left with family or friends?

Are you prepared if you lose your keys?

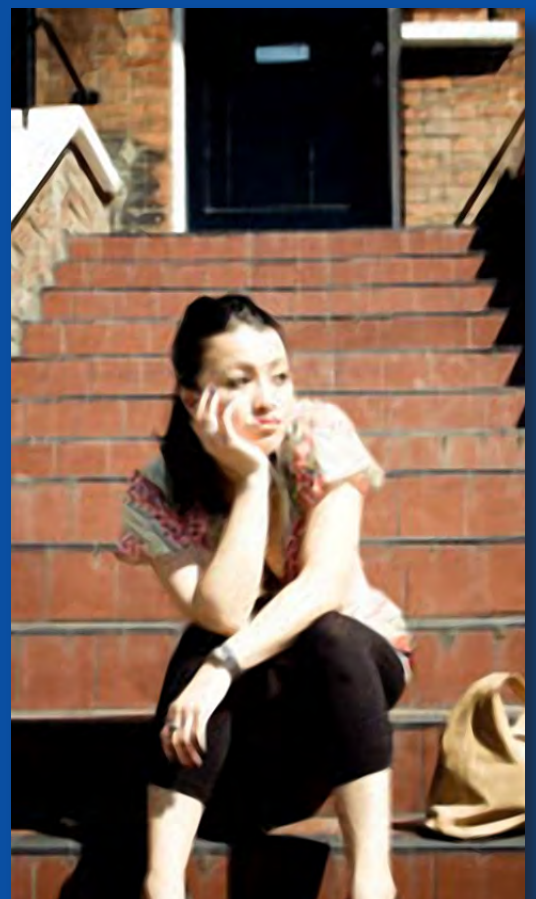
Have you got home insurance to cover the costs of a locksmith?

If you get yourself locked out your home, it is your responsibility to make arrangements to get access to your property. This can be expensive.

You can avoid this by having a spare set of keys with a family member, close friend or close neighbour.

We are not responsible for getting you back into your property. Your tenancy agreement does not cover this service.

To avoid any unnecessary expense please consider getting a spare set of keys cut and give them to someone you trust.....they may also want you to watch a spare set of keys for their house too, so they don't get locked out. We may in certain circumstances be able to assist you with our joiner, but there will be cost for this service often around £100. So do it now....get spare keys cut.



Technical Services update

How to clean & care for your windows

Glass Cleaning/Maintenance

Grime should be removed with soap and water or any household glass cleaner may be used with a clean soft cloth.

Please note that the glass is easily scratched and it is recommended that hand jewellery is removed prior to cleaning and that cloths are free from grit, dirt and dust.

Warm soapy water, moderately applied with a cloth, will prove an adequate cleaning method.

Handles, locks and hinges

Cleaning/Maintenance

Clean all external handles and hinges at least once a month by wiping it with a clean cloth soaked in warm water and mild detergent.

Handles require only a wipe when the frame is cleaned.

Once a year, oil or light grease should be applied to hinges.

PVCu Frames Cleaning/Maintenance

PVCu frames require regular cleaning with warm soapy water moderately applied with a soft cloth. In the event of damage seek advice from our Technical Services Team.

Clear drainage holes that can normally be seen inside the frame at the bottom when you open the windows.

UPVC doors

Cleaning/Maintenance

Doors should be cleaned regularly, at around once a month dependent on exposure and grime build up. The door surface can be washed with warm soapy water (washing up liquid is suitable) and wiped dry with a soft cloth.

Important advice for doors

X Don't use abrasive cleaners or scouring pads on the surface of the door.

X Don't use any type of bleach, solvent (eg white spirit, methylated spirit, cellulose thinners or acetone/nail varnish remover) or adhesives of any kind.

X Don't use high pressure steam cleaners.

X Don't use excessively long key chains as these will scratch the door and if left in the lock will strain the mechanism potentially causing the lock to fail. Avoid contact with these and any other sharp objects you may be carrying.

✓ To maintain the structure of the doors, make sure the hooks on the door lock are thrown at the top and the bottom by pulling the handle up every time you shut the door, even if it is not locked.

✓ Always lift the door handle up when the door is in the closed position even when the door is unlocked

Remove stubborn marks and stains

DIRT/MARKS	Gently scrape off and rub dry	Gently wipe off with a dry cloth	Wash off with water	Wash off with water and non-abrasive cleaning agent	Use chemical cleaner or polishing agent
ALUMINIUM MARKS					
BITUMEN					
PENCIL					
EMULSION PAINT					
FELT TIP PEN					
BALL POINT PEN					
ORGANIC GREASE					
INORGANIC GREASE					
PLASTER / CEMENT					
RUBBER					
HEATING OIL					
WOOD STAIN					
WOOD IMPREGNATOR					
LIME / MORTAR					
PUTTY / GLUE					
LINSEED OIL PUTTY					
CELLULOSE PAINT					
OIL CRAYON					
OIL PAINT					
RUST					
SOOT					
SLATECHALK					
BLACKBOARD CHALK					
WAX / CANDLE WAX					
WAX CRAYON					

NB Never use sharp implements to scrape off mortar, cement, paint, etc.

Become a Befriender with the St Andrew's Hospice Care@Home Project

ST. ANDREW'S
HOSPICE

The Care@Home project provides emotional support to patients with life-limiting conditions or long term progressive illnesses in South Lanarkshire and their carers.

No specific experience is required as training and support is provided by St Andrew's Hospice. For further information or to register your interest, please contact Lorraine MacAlpine on 01236766951 or email lorraine.macalpine@standrews.scot.nhs.uk

What is listening?

Carluke
Listeners

Sometimes, we have a need to talk over what is on our mind, tell our story or tell someone how we are feeling. At those times, we need to know that the person, who listens to us, will not judge us, interrupt us or hijack the conversation as their own. But instead, will value and respect us, treat everything we say in strict confidence and empower us to reach our own decisions.

Listening is **not** counselling - no advice is given, interpretations and assumptions are not made. The speaker sets the agenda. One to one confidential listening sessions are available:

- each Monday in Kirkton Church, Station Road, Carluke at Crossroads Café between 12.00 noon and 1.30pm
 - each Thursday in St John's Church, Hamilton Street, Carluke at Kettle's On between 10.00am and 12 noon
 - A Listening in Homes Service is also offered in exceptional circumstances where the client is unable to attend one of the usual venues because they have become housebound
- If you would like to find out more or make an appointment, please call 07434 843 518

Scottish Ambulance Service FIRST RESPONDERS LANARK GROUP



The Lanark Community First Responders are a group of volunteers trained in Basic Life Support by the Scottish Ambulance Service to support that Service in the community in the event of a specific criteria of life threatening 999 calls. The main role of these volunteers is to manage patients at a quick response time until the ambulance crew arrive.

Our vision is to build the group to a point where they can provide 24/7 cover for our area, 365 days of the year and great progress is being made towards this.

Want to be involved?

Contact Richard or Gemma through our Facebook group @lanarkcfr

Wee Read CIC is a reading and writing social enterprise founded by Christine Cather and managed by a board of volunteers.



Wee Read CIC offers group facilitation using text, stories, songs, poems etc. We promote conversations about mental illness and standing up against stigma that stops anyone expressing themselves. Christine and Adrian will be pleased to come to your group and give you a Wee Read taster session free!

Our website is www.weeread.scot
email address christine@weeread.scot
Tel 07952 982868 - Please leave a message.



Lanarkshire Carers Centre is a resource for carers across Lanarkshire to access information and a range of direct support services. The centre is based in Hamilton with a second base in Airdrie, supplemented by carer support workers who operate from within locality social work teams across Lanarkshire.

Our opening hours are
Monday - Friday: 9:00am to 4:30pm.
P: 01698 428090
E: info@lanarkshirecarerscentre.org.uk
www.lanarkshirecarerscentre.org.uk



As a parent or carer you may have had your fair share of G.P, dental, hospital and CAMHS visits with your child. Here at Children's Health Scotland we work for children and young people to get the best standard of health care, especially when they are ill. We are Scotland's only charity dedicated to informing, promoting and campaigning on behalf of the health needs of all children and young people.

Find out more about health rights, the EACH charter, support and information resources by visiting our website <https://www.childrenshealthscotland.org>
You can also call us on 0131 553 6553 or email enquiries@childrenshealthscotland.org.

Dementia Café's & Drop In's



Our community groups are there to be enjoyed by anyone living with dementia or experience difficulties with their memory, including their families and friends. All are welcome, people who can attend independently and/or for those unable to do so should come with a companion who can provide any support for them. We don't provide transport for these groups and therefore it is your responsibility to get to and from this community activity safely.

Call Anna for more information
on 01698 275300
or email aclements@alzscot.org

SKILLS EXCHANGE SCOTLAND

Moving On 2 is a new project to provide individual support to help young people with personal development and pre-employability skills

Are you aged
18-24?

Do you live in rural
South Lanarkshire?

Do you want to build
skills and confidence
for the world of work?

*Due to the funding criteria a postcode check will be done to confirm eligibility

If you would like to find out more please drop in or contact:

Skills Exchange Scotland, 2A Hope Street, Lanark, ML11 7LZ

Tel: 01555 661094 or Email: info@skillsScotland.co.uk



Clydesdale Community Hub/Social Housing

We have experienced some delays in progressing with the project, but now that those difficulties have been addressed, we will be starting on site this summer.



Timescales: Our contractor J.B. Bennett (Contracts) Limited will start works in August 2018 by demolishing the building that currently occupies the site, which is in a very poor condition. Works are estimated to take a total of 50 weeks, so construction should be completed in July 2019.

The project will replace a semi-derelict building which has become a target for vandalism with a high quality community resource that will add to the regeneration of the conservation area.

Grant Funding Awards: We are delighted to announce that our grant funding bids to support the construction of this project have been successful. A big thank you to Lanarkshire Leader and the Scottish Government for providing a total of almost £540,000 grant funding towards the construction of the project – this funding is vital and the project would not be possible without it. Here's a breakdown of the funding we will receive:

Lanarkshire Leader have provided £176,784 of the £437,501 total cost of building the Clydesdale Community Hub – that is 40% of the total costs for the Hub.

The Scottish Government have agreed to fund £360,000 of the £561,190 total cost of constructing the four much needed flats for social rent – that is 64% of the total cost of the flats.

The remaining £1,252,827 will be funded by Clydesdale Housing Association.



g/Offices New Build – North Vennel, Lanark



Social Housing: Lanark is an area of high demand for affordable rented housing, so we always wanted to look for a way to include some housing in the project. Three 1 bedroom flats and one 2 bedroom flat will be provided at first floor level. Unfortunately, the site is too small to provide any garden space and parking will be available at the public car parks in North Vennel and Wide Close. These flats will be very energy efficient, with high levels of insulation, efficient heating and photovoltaic roof panels that will produce electricity for domestic use.

Offices: new offices will give Clydesdale Housing Association a permanent home – we’ve been leasing different office accommodation since 2004. The new office will provide easy access for people with disabilities and the design will create a friendly and comfortable place for our service users to visit.

Having a new build office gives us the opportunity to design the office to suit the way we work. It also lets us create an environment that our people will enjoy working in. The new office will enable us to move noisy copiers/printers away from desk areas and high energy efficiency levels will mean lower running costs.

We will keep you updated on the project’s progress in future newsletters.



Clydesdale Community Hub - Future Partners

Future Partners: We have been discussing the Community Hub with other local voluntary groups. The following groups have already expressed their support for the Community Hub and most have also expressed interest in using its facilities as a point for local service delivery:

Alzheimer Scotland: Dementia Café & Drop In
(health and care)

Carluk Listeners - Listen Well Scotland
(health and care project)

Clydesdale Citizens Advice Bureau
(welfare and financial advocacy)

Clydesdale Tenants' & Residents' Group
(tenant representation and empowerment)

Healthy Valleys (health and care outreach)

Lanark Panto Club (cultural life)

Lanarkshire Association for Mental Health (LAMH)
(health and care)

Lanarkshire Carers Centre
(carer support & counselling)

Moir Anderson Foundation
(counselling victims of abuse)

Routes to Work South
(skills development and employability)

Skills Exchange Scotland
(skills development and employability)

South Lanarkshire Care & Repair
(support for homeowners with disabilities)

SLC Housing Forum
(tenant representation and empowerment)

St Andrews Hospice: Community Palliative Care
(local health and care support)

University of the Third Age - Lanark & District U3A
(cultural life and activities for retired people)

Voluntary Action South Lanarkshire - VASLAN
(capacity building of voluntary sector)

Wee Read (therapeutic writing and reading group)

We are sure that interest from other groups and individuals will develop over the next year – this is an exciting time for the Association and the local community.



Spotlight on Performance

Technical Services

We continuously monitor our performance to make sure we are providing the best possible service.

In this section you'll find information about our tenant feedback where you have shared your views, through our ongoing monthly surveys, which monitor and record customer satisfaction.

In April & May of this year we asked 80 tenants for their views on the services offered by our Technical Services Team. I am sure you will agree that our performance has been positive in this area.

Helpfulness of Staff

95% of those asked advised they were very or fairly satisfied with the helpfulness of our Staff

System for reporting repairs

94% of those asked said they were very or fairly satisfied with our system for reporting repairs

Contact from Contractor to arrange access

96% of those asked advised they were very or fairly satisfied with the contact received from our contractor to arrange access to carry out repairs

Contractor arriving by target date

96% of those asked advised they were very or fairly satisfied with our contractor arriving by the agreed target time to carry out repairs

Time taken to undertake repair

96% of those asked advised they were very or fairly satisfied with the time taken to carry out repairs

Attitude of Tradesmen

95% of those asked advised they were very or fairly satisfied with the attitude of the tradesmen who visit your home

Tidiness of Contractor

94% of those asked advised they were very or fairly satisfied with how neatness of the contractor

Quality of repair

95% of those asked advised they were very or fairly satisfied with the quality of the repair carried out



Gas Safety – Did you know

- ✓ Each year we make great efforts to ensure we achieve our target of 100% of properties with a valid gas safety certificate. To help us achieve this, we carry out safety checks on a 10-month cycle which allows us greater time to carry out these works.
- ✓ It is a legal requirement that gas servicing is carried out in every property annually, so you have a legal responsibility to allow us access to your home to carry out these vital safety checks.

Balancing your budget



Creating a budget is the first step towards taking control of your money and getting your finances back on track.

Budgeting can help you:

- ▶ see what money you have coming in;
- ▶ see what money you have going out;
- ▶ pay your essential bills on time;
- ▶ work out payments to debts you may have; and
- ▶ plan your future spending.

Getting started

One of the first and most important things you need to do is sit down and plan your monthly budget. To do this you will need to:

Work out your income

Add up the income for you and your household, including:

- ▶ wages after deductions;
- ▶ benefit payments; and
- ▶ contributions from other people who live in your home, such as grown-up children.

Work out your outgoings

Add up your outgoings to see how much money you need to spend on basic living expenses, including:

▶ Paying your rent

- ▶ essential spending on household bills and regular payments;
- ▶ food, cleaning materials and clothes;
- ▶ phone/mobile costs; and
- ▶ travel costs.

Money left over

If you have any money left over after you have worked out your income and outgoings you need to deal with any debts. If you do not have sufficient money left over to pay normal monthly payments on your debts, you need to contact your creditors to see if you can work out payments at a level that you can afford.

Save for essentials

If you can, it is a good idea to try and save some money each month. This can help you plan ahead as it can be hard to stick to making debt repayments when other costs come up such as holidays or Christmas

Need some help budgeting? Why not have a look at the services offered by Money Advice Scotland

Financial Capability e-Learning

Are you worried about making your money last week to week?
Would you like to feel more in control of your finances?





Universal Credit

At Clydesdale Citizens Advice Bureau we've been keeping up to date with new benefits legislation. Since December 2017 changes in the Universal Credit rules have given claimants more options and security when claiming their benefits. Here are some of the new changes:

Scottish Choices – After the first month, UC claimants can now ask for their payment to be split into two separate payments in one month. Claimants who prefer their housing costs to be paid to their landlord can ask for this at the same time.

Transitional Housing Benefit Payment – Housing Benefit claimants who move on to Universal Credit will now be entitled to a transitional payment of Housing Benefit to cover the first two weeks rent. The payment does not count towards your first Universal Credit payment.

Under Occupancy Penalty – If you are affected by the under-occupancy penalty, also known as the 'bedroom tax', you can still apply for a discretionary housing payment (DHP) from South Lanarkshire Council to cover the penalty. You can apply for this through an online application. Call into the Bureau and we will assist with the application.

Changes in Circumstances – If you've had a change in circumstances, or expect a change in your benefit, why not have a benefit check at Clydesdale Citizens Advice Bureau? We'll make sure you're getting everything you're entitled to and help you plan for the future. Telephone or email the Bureau to find out what information you'll need before attending.

To find out more about these options and for support on topics like benefits, debt, housing, employment law, and everything in between, visit Clydesdale Citizens Advice Bureau.

Clydesdale Citizens Advice Bureau operates a drop-in service Monday to Thursday between the hours of 10am to 3pm. Simply turn up and you'll be greeted by an advisor who will provide assistance. We also operate a telephone advice session, which is accessible on 01555 664301, and an email advice service at 'advice@clydesdalecab.casonline.org.uk'.

Please telephone the Bureau for details of our outreach surgeries.

Free ● Independent ● Confidential ● Impartial ● Effective
10 – 12 Wide Close, Lanark, ML11 7LX
01555 664301 ● advice@clydesdalecab.casonline.org.uk

Back to school

Free school meals and clothing grants

If your child attends a South Lanarkshire school, you may be entitled to free school meals and essential clothing grant.

Want to find out more? Why not have a look at South Lanarkshire Councils Website for more information www.southlanarkshire.gov.uk/info/200188/secondary_school_information/159/school_clothing_grants_and_free_school_meals

If you are in receipt of Housing Benefit and/or Council Tax Reduction, there is no need for you to apply online as they will use the information they hold to automatically award free school meals and/or school clothing grants to eligible families.

Education Maintenance Allowance

- financial help for senior pupils

If you want to stay on at school or go on to college you may be entitled to an Educational Maintenance Allowance (EMA).

These are weekly payments made to students who are aged 16 before 30 September, depending on household income.

Are you eligible? Why not check out the mygov. scot website on www.mygov.scot/ema/can-i-get-an-ema/ and check your eligibility

Applications for the EMA can be made on-line at www.southlanarkshire.gov.uk/info/200188/secondary_school_information/158/education_maintenance_allowance_-_financial_help_for_senior_pupils

Tenants Responsibility

DID YOU KNOW?

Under the terms of your tenancy agreement you may under certain circumstances be liable for the repairs to your home.

How could such situations arise?

- If the neighbour upstairs left the bath running or if they had a burst pipe and the water caused damage to your decorations it would be your responsibility to redecorate your home.
- If you had your keys stolen you may have to pay for the cost of replacing the locks.
- If a vandal broke one of your windows you may be liable for the replacement cost of the window.

DON'T WORRY HELP IS AT HAND!

As a member of EVH we are supported by, and work with, a huge range of organisations. Principal amongst these is our relationship with Thistle Tenant Risks.

They provide all the cover you need

- ✓ No excess to pay
- ✓ They cover theft, water damage, fire, flood and other household risks
- ✓ Covers damage to internal décor
- ✓ Covers accidental damage to toilets and wash hand basins
- ✓ Covers lost or stolen keys and freezer contents
- ✓ Flexible regular pay as you go payment options including fortnightly, monthly or annual
- ✓ A quick and easy application form or apply over the phone
- ✓ Cover can be extended to accidental damage, personal possessions, hearing aids wheelchairs, mobility scooters and buildings cover for sheds is also available for an additional premium

Sound good? Why not find out more by giving Thistle a call on:
0845 601 7007

It may be cheaper to call 01628 586 187 from a mobile.

Or email: tenantscontents@thistleinsurance.co.uk.

Or visit www.thistletenants-scotland.co.uk

Home Contents Insurance is offered by many companies and we recommend you shop around and always check the details of the cover provided.

Are you
covered?

routes to Work¹ south

Routes to Work South are a charity on a mission to support South Lanarkshire's unemployed into further education, training and/or sustained employment.

If you're not working but would like to work or have just started to think about working, Routes to Work South can help. Our confidential service is free to anyone in South Lanarkshire. Maybe you've never worked, been out of work for a while or had health problems. Perhaps you've been looking after

children or other family members - whatever your situation we want to help you into further education, training and/or sustained employment.

Routes to Work South can give you information, advice and practical support in all aspects of taking the steps back to work.

An experienced advisor will work with YOU to help build your skills and confidence to support YOU in getting the job YOU want.

We can help you increase your chances of getting a job by:

- meeting you locally at a time that suits you
- identifying your skills and experience, and how these match different jobs
- agreeing an 'action plan' to help you get the job you want
- offering short courses to update or improve your skills particularly those employers want like communication, customer handling, problem solving and teamwork
- linking with other agencies to offer you information and support on childcare, health and finance
- working with employers to identify local jobs
- supporting you and your employer after you start work

Contact us today to arrange a meeting with YOUR advisor:

Phone: 0141 646 0500

Email: info@rtws.org

web: www.rtws.org

Facebook: [@RoutesToWorkSouth](https://www.facebook.com/RoutesToWorkSouth)

Twitter: [@routes2work](https://twitter.com/routes2work)



WHAT IS RTWS?

Routes to Work South are a charity on a mission to support South Lanarkshire's unemployed into further education, training and/or sustained employment.



WHO WE ARE

We are South Lanarkshire's employment champion. Moving over 1,000 people into sustainable employment year on year.



HOW WE CAN HELP

Our experienced staff are changing lives across South Lanarkshire. If you need staff, work or just advice, Routes to Work South are here for you.



- Do you want to improve your fitness or eat healthier?
- Do you want to get out a bit more and meet people socially?
- Need help with your mental or physical health?
- Want to do something for your community?

Do you know about Healthy Valleys? Well, they are a local Clydesdale charity, helping improve the health of the community for the past 15 years. Now based in Lanark at Lockhart Community Hub, programme activity and support take place all over the area – from Leadhills to Blackwood. From walking groups, community cafes and children's activities that anyone can join in with, to practical 1:1 support from trained volunteers to help people who may feel lonely or isolated get out and about or deal with any health issues, there really is something for everyone. More info can be found on their website: www.healthyvalleys.org.uk or on our Twitter and Facebook pages.



**Voluntary Action
South Lanarkshire**
Putting the Voluntary Sector FIRST

Voluntary Action South Lanarkshire is the key support agency for the voluntary sector in South Lanarkshire. We operate in the four key areas of:

Providing Support to Community and Voluntary Organisations

Supporting and Promoting Volunteering

Supporting and Developing Social Enterprise

Providing the connection between sectors and the Community Planning Partnership

If you are looking to get involved in your community, then we can help with our locator tool which is live at www.locator.org.uk

The Locator Tool is an online resource where you can search for community groups and activities in South Lanarkshire. You can either search by your postcode, location or activity. So, if you're looking for a lunch club, fancy taking up a new sport or need support and advice, the Locator Tool can do this for you.

You can find out more information about us on our at www.vaslan.org.uk.

You can also email us at office@vaslan.org.uk or call us on 01698 300390.

Twitter: @routes2work



Have you or someone you know been affected by childhood sexual abuse?

We provide support and therapeutic intervention to help people heal and move forward. To access advice and support contact us using the details below:

P: 01236 602890 **E:** info@moiraanderson.org
Visit our website www.moiraanderson.org



@MoiraAndersonFoundation



@MAFAirdrie

3 Mavisbank Street, Airdrie,
North Lanarkshire, ML6 0JA

Useful information –

Clydesdale Housing Association - 99 High Street, Lanark ML11 7LN

Call us on 01555 665316

Email us at: mail@clydesdale-housing.org.uk

Send us an online message: www.clydesdale-housing.org.uk/contact-us/

Opening Hours: Monday – Thursday 9.00am – 1.00pm; 2.00pm – 5.00pm

Friday 9.00am – 1.00pm; 2.00pm – 4.00pm

Our office is closed every Tuesday between 12.00pm and 1.00pm for staff training

**This year we will close for the holiday weekend
from 5pm on Thursday 12 July 2018
and will reopen on Tuesday 17 July 18 at 9.00am**

Useful information to cut out and keep!



General enquiries, rent payment, debt
advice, housing issues and
Repair Service **01555 665316**

**Out of Hours emergency repairs – call
John Frood & Sons on 0756 338 4282
and leave a message. If this number is
inactive please call 01555 663927**

Contact numbers

Smell of gas
Scottish Gas - **0800 111 999**

Anti-Social Behaviour
South Lanarkshire Council
0800 389 1105

Cleansing Services
(refuse collection, wheelie bins,
special uplifts)
South Lanarkshire Council
**www.southlanarkshire.gov.uk
0303 123 1020**

No electricity supply
SP Energy Networks **0800 092 9290**

Paying your rent
Allpay **0844 557 8321
or www.allpay.net**

Environmental Services
(pests, vermin)
South Lanarkshire Council
**www.southlanarkshire.gov.uk
0303 123 1015**

No water supply/burst pipes
Scottish Water **0800 077 8778**

