

*Clydesdale*  
HOUSING ASSOCIATION

SPRING 2020 ISSUE

# NEWSLETTER

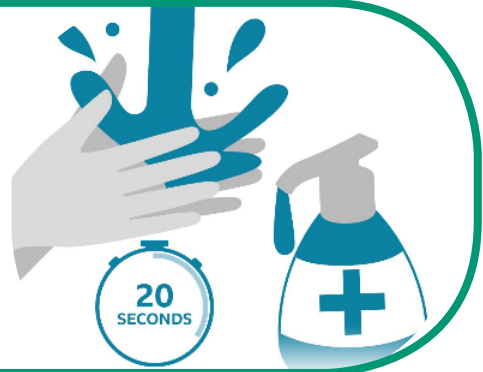
News from Clydesdale Housing Association



# Coronavirus (COVID -19) information: What should I do?

How can I stay well and help keep my family and friends well?

**Wash hands for about 20 seconds with soap and hot water or use a sanitiser gel**



**Use a tissue for coughs. If you don't have a tissue, use your sleeve**



**Avoid touching your eyes, nose and mouth with unwashed hands**



# How can I help to slow the spread of the virus?



**Stay at home - no unnecessary journeys or social contact**



**Only leave home for essential shopping, medical needs and exercise once a day**



**You can travel to and from work if absolutely necessary**



**Public gatherings of more than two people are banned**



**Don't visit other people's houses, or socialise outside your home**



**If unwell, isolate yourself and your family**

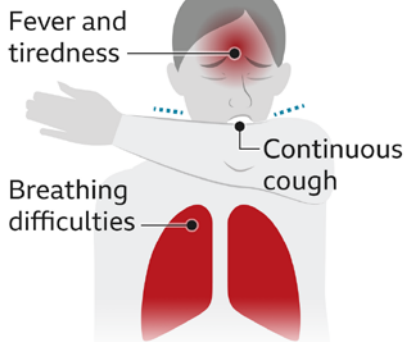


**Police will be able to fine you if you don't follow the rules**



**Keep in touch with one another**

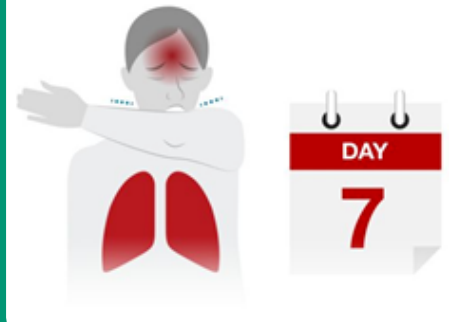
## What are the symptoms - and what should I do if I feel unwell?



If you live with someone who has a “new continuous” cough or high temperature, stay at home for 14 days in case symptoms develop



Stay at least 3 steps away from other people in your home if possible

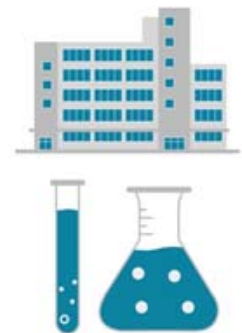


If your symptoms get worse or are no better after 7 days seek medical advice

Use the online 111 coronavirus service at [111.nhs.uk](https://111.nhs.uk)



You may be tested for the virus at hospital



### Further advice can be found at:

Scottish Government - <https://www.gov.scot/coronavirus-covid-19/>

### Health Advice:

Health advice can be found on: **NHS Inform**.

A free helpline can give advice if you do not have symptoms, but are looking for general advice: 0800 028 2816.

The **latest information and advice for professionals and organisations** is on the Health Protection Scotland website.



## **Coronavirus (COVID -19)**

### **Temporary Suspension of Services**

We are working hard to ensure we are fully staffed to deliver critical services such as emergency repairs, emergency gas repairs as well as advice and guidance to tenants experiencing financial difficulties.

To reduce spread of the virus, we have taken the difficult decision to suspend delivery of the following services until further notice:

- non-emergency repairs. Any non-emergency repairs already reported will be logged and we hope to be able to schedule those at a future date;
- planned maintenance works such as the heating replacement and insulation improvement works planned for this year - we will contact the tenants affected;
- face-to-face meetings and appointments – staff are still available to speak to on the phone and via e-mail/Facebook messaging;
- re-letting empty homes;
- all CHA Community Hub activities.

Further updates will be published on our Facebook page and website in due course.

*Thank you for your patience and understanding during this very challenging time*



## **Coronavirus (COVID -19) – Tenant Information**

We understand how concerned people are about the impact of the Covid19 pandemic – particularly those who face losing their job. These are very challenging times for us all.

If any tenant is worried about paying their rent as a result of the current situation then it is important to contact us as soon as possible.

We will always try to work with tenants to resolve arrears and can provide support, advice and assistance to help tenants make a welfare claim where appropriate.

Over the next few weeks, we will contact our tenants by text, email or phone and offer all the assistance we can. In the meantime, we would urge tenants who face financial difficulties because of the current crisis to get in touch with us as soon as possible.

***If you're concerned about your ability to pay your rent,***  
*contact us on 01555 665316 or email at [mail@clydesdale-housing.org.uk](mailto:mail@clydesdale-housing.org.uk)*

### **DWP: Latest updates –**

<https://www.gov.uk/browse/benefits>

### **Benefit advice and checkers: –**

<https://benefits-calculator.turn2us.org.uk/AboutYou>

### **Benefit advice and checkers –**

<https://www.entitledto.co.uk/benefits-calculator/Intro/Home?cid=7d0833a2-3779-4e5d-87a2-83984b99da81>

# If you normally have to leave the house to pay your rent

If you would rather set up a standing order or direct debit to pay your rent, please contact your Housing Officer who will arrange this for you. If you do not currently have an Allpay card but would like one, we will also arrange this for you.



If you are on Housing Benefit, this will continue to be paid directly to us. If you are on Universal Credit and we have what is called a “managed payment to landlord” this will continue to be the case. Please let us know immediately if there are any changes to your circumstances which could affect your Universal Credit.

If you are on Universal Credit, we will have written to you already to advise you how to upload your new rent for the 2020/2021 rents. If you are not sure how to do this, please let us know.

We appreciate that these are very distressing times for all of us and we are committed to providing the best service we possibly can in the circumstances. The situation with COVID 19 is developing every day and if there are further measures, we need to take, we will let you know.

## Best ways to pay rent



### Pay online -

allpaypayments.net – Add an account-choose a password. You will be asked to add your PRN No. which is the 19-digit number on your payment card. Your housing officer can also supply this number if requested.



### By Phone -

Call 0844 557 8321 (calls charged at 7p per minute) or Text- Register at [allpayments.net/textpay](https://allpayments.net/textpay)

You can telephone your Housing Officer who can take a payment over the telephone or set you up with a direct debit.



# Universal Credit & Rent Increases

## Are you claiming Universal Credit?

If so, a new 'Report any changes to your housing costs' message will be in your "To-do List".

If you do not have details of your new rent or service charge then please call us on 01555 665316 and we will be able to advise you of your new amounts.

Once you have answered these questions you will see a summary of your answers. If you have made any mistakes you can change your answers. If you are happy with the information you have provided press confirm to complete the To-Do.

Have questions? If you are concerned about what this may mean for you or you have any problems reporting this change, let us know on 01555 665316 and we can help you.



Details on how to complete this 'To-Do' are below.

- Sign in to your Universal Credit online journal at [universal-credit.service.gov.uk/sign-in](https://universal-credit.service.gov.uk/sign-in) and follow these simple steps:

▼

- Click on your To-Do List

▼

- Click on the "Report any changes to your housing costs To-do".

You will be asked the following questions:

- "Has your rent changed?"  
– Select Yes

▼

- "Have your service charges changed?"  
– Select Yes

▼

- "When did your housing costs change?"  
– Enter 28/03/2020

▼

- "How much will you be charged for your new rent (do not include any service charge in this figure)?"  
– Enter your rent amount

▼

- "How frequent is your new rent?"  
– Enter monthly

▼

- "How much will you be charged for your new service charges (eligible)?"  
– Enter your service charge amount

▼

- "How frequent is your new service charges?"  
– Enter monthly.



# talk to us

**Pauline McMullan**  
Housing Officer

Telephone Pauline on: 01555 678947  
E: pauline.mcmullan@clydesdale-housing.org.uk

**Jacqui Hart**  
Housing Officer

Telephone Jacqui on: 01555 678942  
E: jacqueline.hart@clydesdale-housing.org.uk

**Lisa Cochrane**  
Housing Officer

Telephone Lisa on: 01555 678945  
E: lisa.cochrane@clydesdale-housing.org.uk

**Iain McMillan**  
Housing Officer

Telephone Iain on: 01555 678760  
E: iain.mcmillan@clydesdale-housing.org.uk



The current restrictions in place may be impacting on your earnings.

We are encouraging our tenants who are in this position to apply for Universal Credit

Please be aware that the number of calls to the Department of Work and Pension will have increased. It would be better therefore if you are able to apply on line. We have included some links to help you but if you are unsure please telephone and one of our housing officers will be able to help.

**Applying online:**

<https://www.youtube.com/channel/UC7Km4IXfVJBI n8SQUmkJD0Q>

**Applying for an advance:**

<https://www.youtube.com/watch?v=7tRBgnHehGE>

**The link for making the application itself:**

<https://www.gov.uk/apply-universal-credit>

# A message from Healthy Valleys



In response to COVID 19, Healthy Valleys are working in partnership with CCI, Clydesdale Foodbank, Richland Transport and a variety of small local businesses to support vulnerable individuals, families and older people. Some communities already have their own response teams to help which is brilliant. We are here to help those who don't and will be supporting those community teams already established as much as we can if they need our help.

Here is a list of areas within Clydesdale and our staff contacts for you to call should you are struggling and need our help or support during this difficult time – and we will do our best to help.

Area	Contact	Contact number
Auchengrey, Tarbrax & Woolfords	local support group	07494 034 025
Biggar and outlying areas	local support group	07376 318724
Carluke and outlying areas	Hazel	07872 161 913
Carluke and outlying areas	Fiona	07872 160 992
Carnwath	local support group	07749 837 987
Carnwath	Mhairi (Healthy Valleys)	07548 704 822
Carstairs Junction and Carstairs	Suzanne	07702 336 543
Coalburn	Jenny	07702 336 541
Douglas/Glespin	Amanda	07548 704 820
Duneaton area	the support group	07498 498915
Duneaton area	Julia (Healthy Valleys)	077893 76906
Forth and outlying areas	Mhairi	07548 704 822
Kirkmuirhill, Blackwood, Boghead and Auchenheath	local support group	07943 990 630 or 07943 804 965
Kirkmuirhill, Blackwood, Boghead and Auchenheath	Ali (Healthy Valleys)	07548 704 823
Lanark & outlying areas	Adrienne	07702 336 327
Lanark & outlying areas	Barbara	07702 336 542
Lesmahagow, Hawksland and outlying areas	Simone	07872 160 995
Lesmahagow, Hawksland and outlying areas	Gail	07859 818 728
Rigside/Douglas Water	Stephanie	07525 687 964
Any other areas in Clydesdale not mentioned	Healthy Valleys	07859 062 831

We are very busy so if you are unable to get through to the allocated member of staff please text or leave a voicemail message or send us a private Facebook message and the team will get back to you when they can - please be patient - we will get back to you.

We will continue this service for as long as we can.

Please be safe and follow the governments guidelines and keep an eye on our Facebook page for updates and we will also be posting other support and helplines on Facebook and Twitter.

# IMPORTANT NEWS

## Reactive Repairs Service – Emergency Repairs Provision Only

Our contractors, DLES, are continuing to provide a repairs service, however, we have taken the decision to limit this to EMERGENCY repairs only. Please be aware that this might alter if their staffing levels reduce due to the continuing spread of the Covid-19 virus.

Please contact us on: 01555 665316, and select option 1, if you have an emergency in your home. Our list of emergency repairs are as follows:

- significant leaks from water or heating pipes, tanks or cisterns where the tenant is unable to stem the flow;
- Significant water ingress to property where the tenant is unable to stem the ingress;
- Choked toilet (where there is only one toilet in house);
- Toilet unable to flush (where there is only one toilet in the house)
- Full loss of lighting (check no appliance has tripped)
- Full loss of power (where no power cut in the area and all appliances have been checked by tenant)
- Unsafe electrical power or lighting socket, or electrical fitting
- Unsecured external door or window on a lower level (cannot be locked from outside & inside)
- No heating;
- No hot water (where there is no shower in the property)
- No water supply (no water coming from taps);
- Repairs to showers where there is no bath available
- Broken windows;

We kindly ask you to minimise interaction with our tradespeople as they carry out your repair.

It is imperative that you stay in another room while they are in your home. All tradespeople will show you identification when they arrive at your home. When the works are complete, the tradespeople will advise you that they have finished and will see themselves out. By following these steps, we believe that we are minimising the risk of infection but still maintaining an emergency service.

Please call 01555 665316 and select option 1, to tell us that your repair is complete and that the tradesperson has now left your home.

We will be reviewing our working practices on a daily basis, in line with the latest government guidance, so the best way to keep up to date with us is to use the following means:

Please be aware to continue to ensure the safety of our staff, tenants and contractors, we will not deviate from this list.

When you call us about your emergency repair, we will ask you questions about your current situation and whether you are self-isolating so we can understand how best to protect you and your family, as well as the member of staff that attends your home.

Please be patient with us while we ask these questions. These are required to protect the health and wellbeing of you, our staff and our contractors, which is essential in allowing us to maintain services.

If it is deemed essential that a contractor does attend your home, they will:

- Ask some further questions when they call you to arrange access
- Ask some further questions when at the front door of your property
- Wear appropriate PPE such as a face mask and gloves before entering your home
- Ask you to stay in another room while they carry out the repair to ensure appropriate social distancing is adhered to
- Ask you if they can wash their hands before and after the visit

# How to report an emergency repair

During office working hours you can talk to us on

Claire Chalmers  
Technical Services Assistant  
01555 678948  
[Claire.chalmers@clydesdale-housing.org.uk](mailto:Claire.chalmers@clydesdale-housing.org.uk)

Kirsty Kennedy  
Technical Services Officer  
01555 678949  
[kirsty.kennedy@clydesdale-housing.org.uk](mailto:kirsty.kennedy@clydesdale-housing.org.uk)

Alison Connell  
Technical Services Inspector  
01555 678761  
[alison.connell@clydesdale-housing.org.uk](mailto:alison.connell@clydesdale-housing.org.uk)

To report emergency repairs after we close,  
call our out of hours service on

**01555 435944**



Please note all planned  
& cyclical works have  
been postponed until the  
government restrictions are  
lifted and it is safe to resume

# Tenant Satisfaction Results

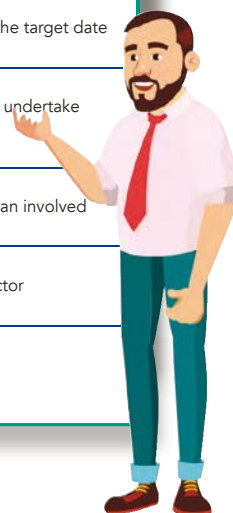
In 2019, we instructed Research Resource to carry out a satisfaction survey. They asked 443 of our tenants a series of questions about the service we provide to you. We are delighted to see that the results are excellent and an improvement on previous year's results.

The Scottish Housing Regulator requires us to ask specific satisfaction questions and the results of some of these questions are in this table:

2014 result	2016 result	2019 result	change over time	
79%	92%	94%	↑	Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Clydesdale Housing Association? (% very/fairly satisfied)
84%	97%	99%	↑	How good or poor do you feel Clydesdale is at keeping you informed about their services and decisions? (% very good/fairly good)
72%	91%	99%	↑	How satisfied or dissatisfied are you with the opportunities given to you to participate in Clydesdale's decision making process? (% very/fairly satisfied)
77%	84%	88%	↑	Overall how satisfied or dissatisfied are you with the quality of your home (% very/fairly satisfied)
63%	83%	91%	↑	Taking into account the accommodation and services Clydesdale provides, to what extent do you think that the rent for this property represents good or poor value for money? (% very good/fairly good)
81%	90%	97%	↑	Overall how satisfied or dissatisfied are you with Clydesdale's management of the neighbourhood you live in? (% very/fairly satisfied)



2014 result	2016 result	2019 result	change over time	
97%	96%	100%	↑	The helpfulness of the Association staff involved
93%	95%	100%	↑	The system for reporting repairs to your landlord
n/a	95%	98%	↑	Contact from Tradespeople to arrange access
88%	95%	99%	↑	The tradesman arriving by the target date
82%	91%	98%	↑	The length of time taken to undertake repairs
94%	94%	99%	↑	The attitude of the tradesman involved
93%	95%	99%	↑	The tidiness of the contractor
77%	89%	98%	↑	The quality of the repair undertaken



Repairs and maintenance continues to be our tenants most valued service and we are happy to report that satisfaction levels with our repairs service are the highest they have ever been as this table shows.

If you have difficulty in reading or understanding English and require help in translating or interpreting any information that Clydesdale Housing Association provides, or if you have other special requirements and need further help, please ask at reception or contact us on 01555 665316.



## How do we compare to other landlords?

We have provided some information below which shows you how we compare to the benchmarking group we have identified as being the most appropriate, rural registered social landlords (rsls) who are part of the Scottish Housing Network (SHN) and all housing associations in Scotland.



## How well are we performing?

Scottish Housing Charter Indicator	CHA 2018 2019 Results	Rural RSL Results	Scottish RSL Average Results
Rent Collected as % of total rent due	100.43%	99.44%	99.60%
Gross rent arrears as % of total rent due in the year	2.22%	3.87%	3.94%
Lost rent through empty properties as % of total rent due in the year	0.62%	0.44%	0.63%
How quickly we re-let our empty properties (days)	25.66	15.16	21.89
How quickly we completed medical adaptations (days)	43.46	76.72	64.01
How many hours did it take to carry out an emergency repairs	2.49	2.63	2.41
How quickly did we carry out routine repairs (days)	4.47	6.01	4.76

With the exception of void rent loss and re-let times, our performance is better than both benchmarking groups. This issue has now been addressed in 2019/2020.



# Listening to you and what you have told us.

Your views continue to be really important to us. As you may be aware, we have just completed a large tenant satisfaction survey which is the best way to hear the views of as many of our tenants as possible. We have included a number of the key results for your information.



## Value for Money

We are delighted to note that since 2014 when we asked our tenants what they thought about how their rent represents value for money compared to the services provided, there has been a 28% increase from 63% in 2014 to 91% in 2019.

The table below shows the services provided by us you consider to be your top priorities.

Order of Importance	Priority areas for tenants	Satisfaction levels 2014	Satisfaction levels 2016	Satisfaction levels 2019
1	The overall quality of your home.	77%	84%	88%
2	Repairs and maintenance	77%	91%	97%
3	The management of your neighbourhood	81%	90%	97%
4	Keeping you informed about our services and decisions	84%	97%	99%
5	Grounds maintenance to common areas	73%	89%	94%

## Ways to become involved

There are various ways you can have a say and if you are interested in any of these, please get in touch. We will pull together a register of interested people for consultation purposes:

- Becoming a member of Clydesdale's Registered Tenants Organisation
- Becoming a member of Clydesdale's Tenant Scrutiny panel
- Taking part on Focus Groups for specific issues
- Filling in surveys – postal or website or
- Telephone or e-mail us

# Quick Guide to Our Complaints Procedure

You can make your complaint in person, by phone, by email or in writing. We have a two-stage complaints procedure. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.



## Stage 1: Frontline Resolution

We will always try to resolve your complaint quickly, within five working days if we can. If you are dissatisfied with our response, you can ask us to consider your complaint at Stage 2.



## Stage 2: Investigation

We will look at your complaint at this stage if you are dissatisfied with our response at Stage 1. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation. We will acknowledge your complaint within three working days. We will give you our decision as soon as possible. This will be no more than 20 working days unless there is clearly a good reason for needing more time.



## The Scottish Public Services Ombudsman

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we handled your complaint, you can ask the SPSO to consider it. We will tell you how to do this when we send you our final decision.



# Toilets Are Not Bins

Only Flush  
the 3 P's:  
Pee, Poop, &  
Toilet Paper



Flushing wipes and other products can clog your home plumbing, causing sewage backups into your home and expensive repairs to unclog your pipes.

Flushing these products can also harm sewer and wastewater treatment systems, clogging equipment and leading to environmental damage and higher sewer rates.

Protect your pipes! Never flush wipes, feminine hygiene products, dental floss, cotton swabs, or anything other than the 3 Ps: Pee, Poop, & Toilet Paper.

## COVID-19 - HEAT Support

Our Technical Service Team are currently working with HEAT advisors to offer our tenants help during this difficult time.

HEAT recognise that there are many vulnerable tenants who are self-isolating or are experiencing financial difficulties and cannot top up their meters and with this in mind, they are proactively seeking support from energy suppliers to work with them. To date, this has proven to be an effective means of support.

If you need help, and would like to speak with a HEAT advisor, call Kirsty on 01555 678749 who will arrange a telephone appointment for you.



w i s e g r o u p



## How we store your personal information

We are committed to holding your personal information securely. This means only those of our colleagues and contractors that need to see it have access.

If we store your personal information and can do so solely on computers we will, however there will be cases where we have paper copies instead, or in addition to this. All computers are kept in secure location and are password protected, our electronic files kept on shared network accessed by our computers are controlled by strict access permissions so data is only available to those who need to use it.

Paper files containing personal or sensitive information will be kept in locked cabinets. Our computer systems are located in our offices in Lanark but we occasionally may use computers (including laptops and tablets) offsite, however they will at all times remain secure and under our control.

We will keep your personal details for no longer than necessary. Once the information is no longer required for the lawful purpose for which it was obtained it will be destroyed.

For more information on our document retention schedule call Elizabeth Miller our Data Protection Officer on 01555 678768

## Your Rights

If at any point you believe the information, we hold is incorrect you may request to see it, have it corrected or deleted. You are entitled to request a copy of any personal data we hold of yours.

You have the right to ask us not to process all or part of the personal information we have received, however we may be unable to provide our service to you if we are unable to record and process certain details.

If you wish to complain about how we have handled your data you can contact our Data Protection Officer who will investigate the matter on your behalf. If you are not satisfied with our response you may submit a formal complaint to the Information Commissioners Office.

Our Data Protection officer can be contacted at [elizabeth.miller@clydesdale-housing.org.uk](mailto:elizabeth.miller@clydesdale-housing.org.uk).

A full Fair Processing Notice including details of how we retrieve, use, share and manage data from all client groups can be found online at

<http://www.clydesdale-housing.org.uk/wp-content/uploads/2018/07/Fair-Processing-Notice.pdf>

or by request from our office.

# Rent Consultation 2020-21

## Results Summary

Thanks to everyone who got involved in the consultation.

We thought it is important that we consider your views, therefore we asked you to consider two options

*The Consumer Price Index (CPI) as at September 2019 which was 1.7%*

*The Consumer Price Index (CPI) as at September 2019 plus 1% which was 2.7%*



We sent out 719 consultation letters and newsletters to tenants

107 tenants responded to the consultation

This equates to 14.8% of our tenants.

This is the highest response rate we have had to date.

Of the **107** returns **25** people opted for a **1.7%** increase, that is **23.4%** of those who responded

Of the **107** returns **82** people opted for a **2.7%** increase, that is **76.6%** of those who responded

Your views really matter and, after they were presented with the results, our Management Committee made the decision to set the rent increase at 2.7%.

# NEWS UPDATE

## Annual Assurance Statement

As we reported last year all social landlords must submit an Annual Assurance Statement to the Scottish Housing Regulator providing assurance that the organisation complies with the relevant requirements of chapter 3 of the Regulator's Regulatory Framework. This includes regulatory requirements that apply to all social landlords and the Standards of Governance and Financial Management that apply to Registered Social Landlords.

Our Annual Assurance Statement was submitted to the Scottish Housing Regulator on 16th October 19. The Scottish Housing Regulator have recently written to us to tell us that 'Reviewing your statement, we found that your statement covered all of the areas required by the statutory guidance.'

You are able to read the assurance statement on the Scottish Housing Regulator's website by visiting:  
<https://www.housingregulator.gov.scot/landlordperformance/annual-assurance-statements>

If you would like any further information please contact the Corporate Services Team at [mail@clydesdale-housing.org.uk](mailto:mail@clydesdale-housing.org.uk)



## Home Contents Insurance - are you covered?

Did you know we do not insure your furniture, belongings and other personal items within your home against theft, fire, vandalism, burst pipes and other household risks? The Thistle Tenant Risks scheme can offer our tenants and residents the chance to insure the contents of their homes in an easy and affordable way.

### Want to find out more?

Call them on: **0345 450 7286**

Email them at: **tenantscontents@thistleinsurance.co.uk**

Write to them at:






**Thistle Tenant Risks**

**Thistle Insurance Services  
Limited  
Southgate House  
Southgate Street  
Gloucester  
GL1 1UB**



Working smoke alarms, carbon monoxide detectors and heat detectors can save lives by providing you and your family with vital early warning of a fire, allowing you to Get Out, Stay Out and Call 999.

However, they can only do this when they are working and so we'd like to encourage everyone to test them every week, joining in with [#TestItTuesday](#). Testing your smoke alarms, carbon monoxide detectors and heat detectors is just the press of a button, but it could save your life. Join in with [#TestItTuesday](#) and ensure you're prepared in the event of a fire.

-  Test your smoke alarms by pushing the button every Tuesday.
-  Never disconnect or take the batteries out of your alarm if it goes off by mistake.
-  If you have a battery-operated alarm, the batteries need to be replaced every year.
-  Have a pre-planned and practised escape route that everyone in the house is aware of in the event of a fire.
-  In the event of a fire Get Out, Stay Out and Call 999.

**YOU MUST CONTACT OUR TECHNICAL SERVICES TEAM IMMEDIATELY ON 01555 665316 IF YOUR SMOKE ALARM, CARBON MONOXIDE DETECTOR OR HEAT DETECTOR IS FAULTY**

## Right To Repairs Service

In light of the current government restrictions, we have suspended the Right to Repair element of our reactive repairs service. This is in line with guidance from the Scottish Government and our Repairs & Maintenance Policy. We will review the service on an ongoing basis and make changes in line with any renewed guidance received.'

## Coronavirus: All Residents & Tenant Group meetings suspended due to Covid-19 outbreak



The Residents & Tenants Group (RTO) has announced it has suspended all its meetings for the foreseeable future due to the coronavirus pandemic.

Janette Arneil, Chairperson of the RTO said:

*“We are disappointed to have reached this outcome but the safety of our members is our number one priority. We feel that to hold meetings, inviting members to gather in enclosed areas would be irresponsible given the current situation of the pandemic and the advice from the NHS. “We are enduring the biggest health challenge of our generation.”*

She added that the RTO will continue to monitor COVID-19 in the UK and will review the situation in the coming weeks.

*“At the present time it is not possible to say when we will be able to get back on track and reschedule meetings.”*

*“Like many, we are taking it one day at a time and will monitor the situation closely.*

*We will keep members up to date with the situation and will release more information in due course.”*

## Being a considerate neighbour

These are the most difficult times many of us will ever face. We have been advised by the Scottish Government that we must stay at home and only leave the house under certain circumstances.

This means that many of our tenants will be home far more than they normally would.

This will bring challenges for many of you, particularly as it is likely your children will not be at school.

We are confident our tenants will be considerate to each other by making sure they do not play music too loud or have their television sets up too loud. We understand that if you have children at home there may be more noise than there normally would but we are asking you to keep noise levels down as much as you can.

All our staff are working from home and are concentrating on delivering essential services.

We are asking for your co-operation in not phoning us with neighbour complaints unless it is absolutely necessary.

Our Housing Management staff are concentrating their efforts on supporting tenants to pay their rent which is vital to the ongoing viability of the Association.

Please do your bit to make sure you are being a considerate neighbour.



# It's good to talk in any language!



Happy to Translate is a unique and innovative national scheme which bridges communication gaps between organisations and service users who struggle to communicate in English.

Our Membership of Happy to Translate complements our existing corporate strategy on equality and diversity and helps us to take a significant step towards legislative and statutory compliance by providing equal access to our information and services.

If you have any questions about how the Association uses Happy to Translate please contact Elizabeth Miller on 01555 678768.



We are proud members of Happy to Translate.



## Keep up-to-date with our latest news

Follow us on Facebook at:

[www.facebook.com/ClydesdaleHousingAssociation](http://www.facebook.com/ClydesdaleHousingAssociation)

Visit our website at:

<http://www.clydesdale-housing.org.uk>

# Easter Holiday Closure

Our staff and Committee would like to wish all of our tenants a Happy Easter.

**This year we will close for the Easter break from 5pm on Thursday 9th April 2020 and will reopen on Tuesday 14th April 2019 at 09.00am.**

Detailed below is a list of telephone numbers, so that any emergency repairs you may have can be dealt with while the office is closed.

**If you smell gas or suspect a carbon monoxide leak call The National Grid on -**

**0800 111 999**

**(Deaf and deafened people using a textphone (Minicom) should dial 0800 371 787 in an emergency)**

**For all other Emergency repairs, call our out of hours repairs service on**

**01555 435944**





## Best ways to pay rent

### Pay online -

allpaypayments.net – Add an account-choose a password. You will be asked to add your PRN No. which is the 19-digit number on your payment card. Your housing officer can also supply this number if requested.

### By Phone –

Call 0844 557 8321 (calls charged at 7p per minute) or Text- Register at [allpayments.net/textpay](http://allpayments.net/textpay)

You can telephone your Housing Officer who can take a payment over the telephone or set you up with a direct debit.



# Get in touch

PAY YOUR RENT

REPORT AN EMERGENCY REPAIR

BENEFITS INFORMATION

FIND OUT WHAT'S GOING ON



**Clydesdale**  
HOUSING ASSOCIATION



HAPPY TO TRANSLATE

## Getting in touch...

39 North Vennel, Lanark ML11 7PT

telephone **01555 665316**

Email us at: [mail@clydesdale-housing.org.uk](mailto:mail@clydesdale-housing.org.uk)

Send us an online message: [www.clydesdale-housing.org.uk/contact-us/](http://www.clydesdale-housing.org.uk/contact-us/)

### Office Opening Hours

Monday - Thursday 9.00am - 5.00pm

Friday 9.00am - 4.00pm