

# Newsletter

SPRING 2017

issue 12



## WHAT YOU TOLD US



**of our tenants are very or fairly satisfied  
with the overall service we provide**

**Tel:** 01555 665316

**[www.clydesdale-housing.org.uk](http://www.clydesdale-housing.org.uk)**

**[f clydesdalehousingassociation](https://www.facebook.com/clydesdalehousingassociation)**

# Annual Rent Increase

## your questions answered

### Why are you putting up my rent?

Your rent is used to manage, maintain and improve your home and your community. The cost of providing these services has gone up. We need to increase the rent we charge to carry on providing services like repairs and improvements to homes and communities for our existing customers.

### When does the new rent payment come into effect?

The new charges apply from 28 March 2017 so you will need to adjust your usual payment in April, unless you pay by Direct Debit in which case no action is required

### How did you work out how much to put my rent up by?

Our Rent Policy states that we will use the September Retail Price Index (RPI) + 1% to increase our rents by, details are as follows:

The RPI in September 2016 was 2% + 1% = **3.0% increase to our rents**

### Why are some people's rents going up more than others?

We recognise that the impact of the increase will differ from one person to the next depending on what benefits they may be in receipt of and of course we are very aware that the harsh economic climate is adding to the financial pressure that many of our tenants are feeling.

We are committed to ensuring that every tenant has a home they can afford to live in

and our highly experienced Housing Officers are available to provide free, expert one-to-one advice should you need it.

To access this service please call us on 01555 665316.

### Couldn't you find the money somewhere else?

We work hard to make sure that every penny of rent we receive is ploughed back into providing better homes and communities. We are always looking for ways to do things more efficiently and regularly ask tenants for their views on how we can improve.

There is a wide range of ways that tenants can get involved with us and really help change the way we run our services. They range from membership of the Residents and Tenants Group, our Tenant Scrutiny Panel and serving on our Management Committee.

## Where will this money be spent?

We are a not for profit organisation so every penny of income we receive goes back into our core business of providing good quality affordable housing in rural South Lanarkshire's towns and villages and supporting the communities where we work.

Much of the money will continue to go into improving your homes and neighbourhoods. We want to help you create places where you want to live and where people have the chance to improve their own lives.

## Will other social housing providers be putting up their rent too?

Yes, most housing associations and local authorities across the UK will be putting up their rents.

## What do I need to do?

- 1) If you pay by Direct Debit you don't need to do anything. We will make the necessary adjustments to your regular Direct Debit payment.
- 2) We have also told South Lanarkshire's Housing Benefit team about the new charges and they will send you a new Housing Benefit entitlement letter.

- 3) If you pay by Standing Order you will need to contact your bank or building society to alter this as soon as possible
- 4) You can pay your new rent charge with your allpay card
- 5) You can send us a cheque
- 6) You can call us on 01555 665316 or visit our office at 99 High Street, Lanark if you would like to pay by Debit card

## What help is available for tenants who find themselves struggling financially?

We will continue to offer support and financial advice to all our tenants, especially those having money difficulties during the current economic climate. If you are facing debt or rent arrears, please talk to us as soon as possible – the earlier you talk to us, the more we can help.

Our trained staff are able to give Housing Benefit and welfare benefits advice to tenants including help with applying for benefits.

For more information about your rent or Welfare Benefits please contact us:

- by phone on 01555 665316
- or by email at [mail@clydesdale-housing.org.uk](mailto:mail@clydesdale-housing.org.uk)

## Why don't we get rent free periods?

Some organisations charge their rents over 48 weeks, and so give tenants 4 weeks of the year when there is no rent due.

**We charge our rent across 12 months of the year, making each month cheaper for tenants, but this means we do not give "Rent Free periods".**

We recognise it is difficult for many households especially during demanding periods, such as summer holidays and Christmas, and it is so easy to overspend with tempting offers and pressures to buy.

However, you must continue to pay your rent during these demanding periods when money may be short, to avoid falling into rent arrears.

## Ways we can help you

We can help you budget for these demanding periods by allowing you to **'pay a little bit extra'** every month, fortnight or week to help cover your rent when money may be short.

If you would like advice on how to budget for the demanding periods, talk to our Housing Team on 01555 665316.

**We recognise that increases in rent and other charges are never welcome, especially in these difficult times. However it is hoped that the above information helps explain why it is necessary to increase rents. Please be assured of our commitment to delivering homes and services at the best value for money and ensuring that residents who need it are able to access the best possible financial advice and assistance.**

# Right to repair scheme

All our tenants have the right to have small urgent repairs carried out within a given timescale. Certain repairs up to the value of £350, called 'qualifying repairs', are included under the Right to Repair scheme.

## What happens when I report a qualifying repair?

If you report a qualifying repair, we will:

- tell you if the repair is a qualifying repair under the Right to Repair Scheme;
- tell you the maximum amount of time we have to carry out the repair;
- tell you of the date on which the repair must be finished;
- tell you what your rights under the Right to Repair scheme are;
- tell you the name of our usual contractor and the name and telephone number of our second contractor;
- tell you the arrangements for us to get into your home;
- send you a copy of the repair details.

Repair times depend on the type of repair. We have shown the times for different repairs in the table. These times are set by law, not by us. Sometimes, there may be circumstances which the Association or contractor have no control over, which make it impossible to do the repair within the maximum time (for example severe weather). In these circumstances we may need to make temporary arrangements and extend the maximum time limit. If we are going to do this, we will tell you.

If our contractor does not start your repair within the time limit set, you can ask a second contractor to carry out the repair. The second contractor will then tell us that you have asked them to carry out the repair. We will pay you £15 compensation for the inconvenience.

**For more information on the Right to Repair Scheme speak to our Technical services Team on 01555 665316. You can also get further information at the Scottish Government website or you can access the guide at:**

**<http://www.scotland.gov.uk/Resource/Doc/46737/0028749.pdf>**



Qualifying Repair	Repair time *
Blocked flue to open fire or boiler.	1 day
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house.	1 day
Blocked sink, bath or drain.	1 day
Loss of electric power.	1 day
Partial loss of electric power.	3 days
Insecure external window, door or lock.	1 day
Unsafe access path or step.	1 day
Significant leaks or water flooding from water or heating pipes, tanks or cisterns.	1 day
Loss or partial loss of gas supply.	1 day
Loss or partial loss of space or water heating where no alternative heating is available.	1 day
Toilet not flushing where there is no other toilet in the house.	1 day
Unsafe power or lighting socket or electrical fitting.	1 day
Loss of water supply.	1 day
Partial loss of water supply.	3 days
Loose or detached banister or hand rail.	3 days
Unsafe timber flooring or stair treads	3 days
Mechanical extractor fan in internal kitchen or bathroom not working.	7 days

\* The repair response times are calculated from the day following the date the repair is reported



*Clydesdale*  
HOUSING ASSOCIATION

## Our Vision...

Quality homes and  
excellent services for  
today and the future

## Delivered through these Common Values:

- starting at the point of service delivery, we listen and learn from customers. We use this learning to improve how we work and achieve excellence
- we encourage leadership and teamwork to identify and share progressive ideas
- we value our people's commitment and support their enthusiasm in achieving success





**Clydesdale Housing Association**

**Creating great places to live**

**Do you feel that you need assistance to stay in your home?  
Are you having difficulties climbing the stairs,  
getting in and out of the bath or turning taps  
off and on?**

If any of this applies to you, and you feel like you need additional support to stay in your home, we may be able to help.

Each year we apply to the Scottish Government for funding to carry out medical adaptations to our tenants homes. We work closely with South Lanarkshire Council Social Work department who carry out Need Assessments for any tenants who require a medical adaptation.

Below is a list of some of the types of adaptations we have carried out for our tenants:

- Walk-in shower
- Ramps for wheelchair access
- Banisters, handrails, and grab rails
- Specialist smoke alarms for the deaf or hard of hearing

We carry out this work to help tenants who require adaptations to be able to continue to live in their homes. If you would like to find out more about Medical Adaptations then call our Technical Services Team on

**01555 665316**



## **Our Vision...**

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# Tenants Satisfaction Survey Results

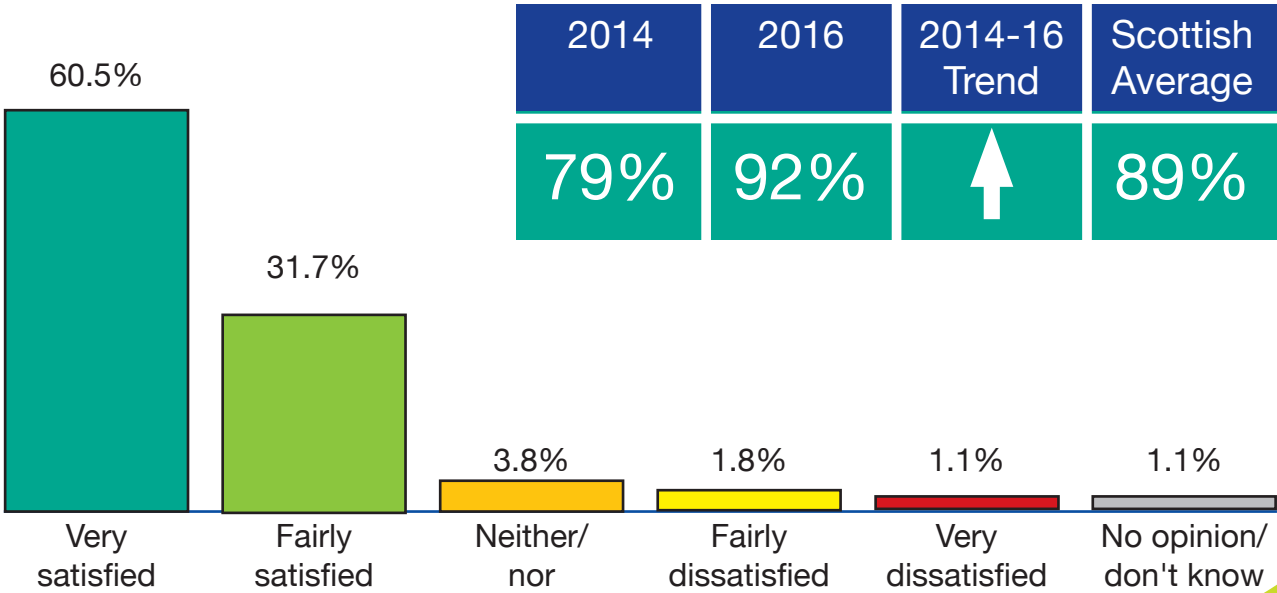
## What you told us!

We'd like to say a big 'thank you' to everyone who took the time to take part in our recent tenant's satisfaction survey.

We are really pleased with the results because they show that overall tenants are happy with us as their landlord. However, there is always room for improvement and we are doing some further work to address the areas where tenants felt less satisfied with our services - more detail on the survey will be provided in our next Tenant Newsletter.






The headline figures from the survey.

### Satisfaction with the overall service provided by your landlord



# Tenants Satisfacti

## Scottish Housing Regulator Indicator

INDICATOR	2014	2016	2014-16 TREND	2014
 Being kept informed about services and decisions	84%	97%	↑	91%
 Opportunities to participate in the Associations' decision making processes	72%	91%	↑	81%
 Quality of the home	77%	84%	↑	86%
 Value for money of rent charged	63%	83%	↑	79%
 Management of the neighbourhood	81%	90%	↑	86%

# on Survey Results

## Areas of High Performance

### Satisfaction with the Repairs Service



Improvements in the satisfaction relating to the repairs service can be seen regarding:

The quality of repair undertaken  
(increased by 12% to 89%)

The length of time taken to undertake repairs  
(increased by 9% to 91%)

The tradesman arriving by the target date  
(increased by 7% to 95%)

### Statements about the Association



Tenants had a high opinion of the Association:

97% agreed the Association has friendly and approachable staff

94% agreed they provide an effective and efficient service

94% agreed they are fairly treated

### Grounds Maintenance



We asked you how satisfied you were with the grounds maintenance to common areas within your development, such as grass cutting, pruning and weeding:

Just under 9 in 10 tenants (89%) were very or fairly satisfied in this respect

### Affordability of Rent



The majority of you (who pay your rent) said you have never experienced any difficulty in affording the payments (93%):

This is more than was reported in 2014 where 62% said they had never had a problem affording their rent payments

## Areas for Action

### Service Priorities



We asked all of you to select from a list of services, which were your top, second and third priorities.

You told us that the following services were most important:

- 1 Repairs and Maintenance
- 2 Quality of the home
- 3 Keeping you informed

### Neighbourhood Problems



We asked you to what extent you considered various issues to be a major problem, a minor problem or not a problem in your neighbourhood. You told us the following were the biggest issues:

- Dog Fouling
- Rubbish or Litter
- Bulk items left lying around

### Awareness of Participation Activities



You were asked about your awareness of various ways in which you could get involved in the Association's decision making processes. You were least likely to be aware of the following:

- Joining CHA's Management Committee (52%)
- Tenant Scrutiny Panel (24%)
- Consultations (21%)

### Quality of the Home



84% of you said you were fairly satisfied with the quality of your home. This is an improvement on the 2014 survey where 77% were satisfied.

However, overall satisfaction is lower than the Scottish average (86%) and lower than other charter indicators. The main reasons for not being satisfied were due to the quality of windows or doors and where upgrades are required to heating systems.



# We are Mobile

## After months of planning we have gone live with our mobile working solution.

As part of this improvement, our Housing and Technical Services officers have been issued with mobile working devices to enable them to directly input information when out in estates or in tenants homes.

Our Depute Chief Executive, Jane Guthrie, said: "Our teams now have access to live property information at their fingertips and they can complete estate inspections, report repairs, complete Housing Benefit and other Welfare Benefit forms, report on vandalism etc., while on the go.

**"Having this in place will help us complete more tasks when out and about"**

## Are you claiming all the benefits you are entitled to?

Many people in the UK aren't claiming the benefits that they could be. It can be confusing to know what financial support you could receive because the UK's benefits system is quite complicated. However, there is a simple calculator that can help you to quickly determine which benefits you're eligible for.

For a free, anonymous check up to see which benefits you could receive, take a look at <https://www.turn2us.org.uk/>

Turn2us are a national charity that helps people in financial hardship gain access to welfare benefits, charitable grants and support services.



# Digital Inclusion

## Leisure and Cultural Activities reaching Rural Communities

Did you know there are six libraries across Clydesdale. As well as traditional book lending services, the libraries offer a vast children's programme, reading groups, digital resources such as e-books, and Active IT centres. Active IT centres provide PCs with free internet and Microsoft Office access. The libraries also provide wifi so you can use your own devices. A mobile library and home delivery service also runs specifically to bring libraries to the most rural communities within South Lanarkshire.



## Contacting you by text

We are hoping to make more use of contacting our tenants through text. Therefore it is important that we have everyone's mobile number. Email your mobile number (along with your name/address) to **mail@clydesdale-housing.org.uk** or call us on **01555 665316** and leave your details with a member of staff.

A text messaging service will make contact between us easier and quicker.



## 7 simple ways to pay your rent



**Post Office/Paypoint/ Payzone** – using your Allpay card. Your nearest outlet can be found on <http://allpay.net/outlet>



**24/7 Telephone** – Allpay on 0844 557 8321. It has secure and authorised payment processing and you can make payments by telephone 24 hours a day, 7 days a week. You must have your Allpay number.



**Internet** – online at [www.allpayments.net](http://www.allpayments.net) using your debit or credit card – you must have your Allpay card number.

**STANDING ORDER**

**Standing Order** – contact us on 01555 665316 to have the standing order form sent to you.



**Callpay** – Contact us (during office hours) on 01555 665316. Payment can be made using your debit or credit card.



**Cheque** – posted to the office and made payable to Clydesdale Housing Association. Please write your name, address and reference number on the back of your cheque.



**Direct Debit** – contact us on 01555 665316 to arrange this, having your bank details to hand.

Please call us on **01555 665316** if you require an allpay card or if you require up to date information on your rent account.



**Pauline McMullan** – Housing Officer  
Telephone Pauline on: 01555 678747  
Email: [pauline.mcmullan@clydesdale-housing.org.uk](mailto:pauline.mcmullan@clydesdale-housing.org.uk)



**Lisa Cochrane** – Housing Officer  
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**Iain McMillan** – Housing Officer  
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Email: [iain.mcmillan@clydesdale-housing.org.uk](mailto:iain.mcmillan@clydesdale-housing.org.uk)



# Secure your Home



Although having your home broken into is something many people fear, it is not a common occurrence. There are however many ways that you can help secure your home from intruders. They don't all cost money – some are purely down to common sense and good housekeeping.

**First, think about basic good housekeeping routines that aren't expensive.**

- Many thieves are actually opportunists who do not have to break in at all because a door or window has been left open or unlocked. Keep your home securely locked at all times.
- Don't leave keys on the inside of door locks, under mats or anywhere else an intruder may easily find them.
- Don't put your name or room number on your keyring if you live in shared accommodation. If it is lost or stolen, the thief will have information that could direct them to your home and your property.
- Don't keep house keys and car keys on the same key ring.
- Avoid keeping large amounts of cash in the house. If you must then disperse it in various locations.
- Security mark your property with a UV marker pen. You can use this pen to place an invisible imprint of your postcode and house number on your possessions.
- Record details of your valuables, such as mobile phone, cameras, laptops and tablets on the national mobile property register at [www.immobilise.com](http://www.immobilise.com).
- Don't leave valuables in sight of windows, particularly around the tree at Christmas time.
- If you have a wall calendar, avoid mounting it near a window from where appointments can potentially be seen – this may give an indication of when a property will be empty.



# ANNUAL GAS SERVICE

## May 2017 – Our Annual Gas Service starts

We, through the Gas Safety (Installation and Use) Regulations 1998 have a legal requirement to carry out the servicing of gas appliances we supply in your home on an annual basis.

Here is a quick guide to what to expect if access is being arranged for gas servicing.

### STEP 1

We will write to you with a proposed appointment date when the service is due. We will give you a morning or afternoon appointment.

If the appointment date or time is not convenient then you can call John Froud and Sons who will rearrange your appointment.

If the appointment date and time are convenient you do not need to call us or John Froud & Sons.

Once the appointment is arranged successfully then the service will go ahead. In most cases only this step is required.

### STEP 2

If the appointment is broken then we will issue you with a 1st reminder letter.

If the appointment date or time on the 1st reminder letter is not convenient then

you can call John Froud and Sons who will rearrange your appointment.

If the appointment date and time on the 1st reminder letter is convenient you do not need to call us or John Froud & Sons.

Once the appointment is arranged successfully then the service will go ahead.

### STEP 3

If again the appointment is broken then we will issue you with a 2nd reminder letter.

If the appointment date or time on the 2nd reminder letter is not convenient then you can call John Froud and Sons who will rearrange your appointment

If the appointment date and time on the 2nd reminder letter is convenient you do not need to call us or John Froud & Sons.

Once the appointment is arranged successfully then the service will go ahead.

### STEP 4

**If again an appointment is not arranged successfully then we will issue you with a 7 Day Warning letter and we will have no option but to force entry to your home.**





**If forced entry is required then the costs will be recharged to you.**

**The last thing we want to do is have to break in to your home to carry out the gas servicing so please let us in.**

**If you need any help or assistance regarding your gas servicing appointment then call our Technical Services Team on 01555 665316**

# Clydesdale Housing Association

## Technical Services Team

<b>Name</b>	<b>Vicky Rogers</b>	<b>Alison Connell</b>	<b>Kirsty Sinclair</b>	<b>Nikki McLachlan</b>
<b>Title</b>	Technical Services Manager	Clerk of Works	Technical Services Officer	Technical Services Assistant
<b>Telephone Number</b>	01555 665316	01555 665316	01555 678949	01555 678948
<b>Email address</b>	vicky.rogers@clydesdale-housing.org.uk	alison.connell@clydesdale-housing.org.uk	kirsty.sinclair@clydesdale-housing.org.uk	nikki.mclachlan@clydesdale-housing.org.uk
				



Gas Escapes, call the National Grid  
on - 0800 111 999

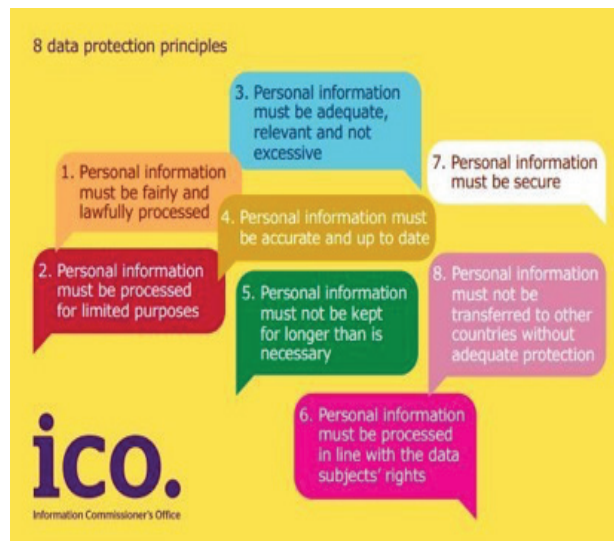
Out of Hours Emergency repairs,  
call **John Frood & Sons** on –  
**01555 663927**  
or **07563 384282**



# Data Protection

The Data Protection Act sets rules for processing personal information and applies to some paper records as well as what we hold on computer. The Act says that as we have to record and use your personal information we must be open about how we use it and must make sure that it is handled properly.

We take your privacy and the security of your information very seriously. Our Data Protection leaflet explains how we meet our obligations under the Data Protection Act to protect the personal information we may hold about you, and it also outlines your rights to inspect these details.



## 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 Jane Guthrie on 01555 665316

**We are proud members of Happy to Translate.**



HAPPY TO TRANSLATE

# FACTORING NEWS

## COMING SOON



We continuously review and survey the quality of our services, to understand the needs and measure the satisfaction of all our customers and identify areas where improvements can be made. Our survey is carried out every year and allows us to compare our performance with previous years, and also other organisations. The survey also enables us to collect valuable data about you and the estates you live in. A paper copy of the survey will be mailed to all our owner occupiers and should arrive by the 30th April. If you do not receive a copy please call or email us 01555 665316/ mail@clydesdale-housing.org.uk. We will publish the results of the survey later in the year.

### Everything you need to know about our factoring service

In April we will be sending you a booklet on 'Everything You Need to Know about Our Factoring Service'. The booklet is our written statement of services which meets our obligations as set out in the Property Factors Code of Conduct in terms of the Property Factors (Scotland) Act 2011 Act.



## 6 simple ways to pay your factoring account



**Post Office/Paypoint/ Payzone** – using your Allpay card. Your nearest outlet can be found on <http://allpay.net/outlet>



**24/7 Telephone** – Allpay on 0844 557 8321. It has secure and authorised payment processing and you can make payments by telephone 24 hours a day, 7 days a week. You must have your Allpay number.



**Internet** – online at [www.allpayments.net](http://www.allpayments.net) using your debit or credit card – you must have your Allpay card number.

**STANDING ORDER**

**Standing Order** – contact us on 01555 665316 to have the standing order form sent to you.



**Callpay** – Contact us (during office hours) on 01555 665316. Payment can be made using your debit or credit card.



**Cheque** – posted to the office and made payable to Clydesdale Housing Association. Please write your name, address and reference number on the back of your cheque.

Please call us on **01555 665316** if you require an allpay card or if you require up to date information on your factoring account.

There are many ways  
to contact us

**talk to us**



**01555 665316**



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



Write to us at:  
**99 High Street, Lanark ML11 7LN**



Drop into see us, our office opening hours are:  
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

## Office closure details

Please note that the office will be closed on **Friday 14th and Monday 17th April 2017** due to public holiday's and will re-open at **9am on Tuesday 18 April 2017**.

Detailed right is a list of telephone numbers, so that any emergency repairs you may have can be dealt with while the office is closed for example, you are having problems or faults with essential services such as electricity, water supply and gas - you should contact the relevant number:

- **Gas Escapes, call the National Grid on - 0800 111 999**
- **All Other Emergency repairs, call John Frood & Sons on - 01555 663927 or 07563 384282**

Clydesdale Housing Association Limited is a not-for-profit housing association registered under the Co-operative and Community Benefits Societies Act 2014.  
It is also recognised by HM Revenue and Customs as a Scottish charity and is registered with The Scottish Housing Regulator under the Housing (Scotland) Act 2001 as a registered social landlord. Registered no.: 2237R(S)  
Scottish Charity: SCO34228 Social Landlord no.: HAL 93