

# Newsletter

SPRING 2018

issue 15



## You told us -



## - we listened!

# Help us re-let our homes quickly



Each year we re-let over 70 existing homes to new tenants. An important part of our work is getting the homes ready for them to move into – we have a target of 5 working days to turn empty homes around. The majority of residents leave homes in a reasonable condition but a minority leave them in a poor state – both inside and out. We expect all tenants to put right any damage caused, remove rubbish and clean the house and garden before they leave. If this is not done, it delays the new tenants moving in and we incur costs to put things right. As a result, we need to recover any money lost and we can do this through the courts if necessary.

Our main aims when re-letting our homes are:

- To re-let properties as quickly as possible with a target of homes not being empty for longer than 5 working days. This is to keep costs down and make sure we help those who are in desperate need of housing.
- To make sure all newly re-let homes meet our relet standards. This means that we have carried out our statutory safety checks on the gas and electrical services, making sure heating and hot water services work properly and are safe to use. For added reassurance, we provide copies of safety certificates to incoming tenants.
- We also make sure the home is secure, safe, clean and free from leaks. We assess the condition of kitchens and bathrooms, carrying out any repairs needed while the property is empty.



**As a not for profit landlord, any money that we spend on damage left by tenants means that there is less money to spend on the improvements that tenants need. If you have any questions about leaving our property, please contact our Technical Service team on 01555 665316.**

# Please protect our staff and Contractors from Second Hand Smoke

Passive smoking results from breathing in a combination of other people's exhaled tobacco smoke – the smoke drawn in by the smoker and then breathed out – and the smoke released from the cigarette's burning tip. Together, these are referred to as second-hand smoke.

## Why do we need to protect Staff and Contractors from second hand smoke?

Cigarette smoke contains more than 4000 chemicals, including ingredients of ant poison, rocket fuel and floor cleaner. These spread around the room and house, even if windows are open. It can cause heart disease, stroke and lung cancer in non-smokers, premature birth and low baby weight in pregnant women.

Being exposed to second hand smoke even for a short time can cause eye irritation, headache, cough, sore throat, dizziness and nausea.

As an employer we are required by the Health and Safety at Work Act 1974 to ensure that our staff and contractors are not put at risk.

## How do we protect our staff and contractors from exposure from second hand smoke?

All visits to your home will be pre-booked and whenever possible you will be given time to prepare for the staff member or contractors visit. Before the visit we would appreciate it if you:

- Don't smoke inside the house for at least 1 hour before staff or contractors arrive
- Open windows and doors to fully ventilate the area you will be meeting in/or where the repair is to be carried out.
- If you are unable to go outside keep the room you will be meeting in smoke free and close all doors to this room.
- During the visit do not smoke or let anyone in the house smoke in the area in which the meeting/repair will be taking place. If possible ask other smokers to smoke outside.

We thank you for your support in providing a smoke free environment when our staff and contractors visit you at home.



# OurPower

making energy fairer



## Not-For Profit energy supplier ignites fight against fuel poverty in Rural South Lanarkshire

Not-for-profit energy supplier, Our Power has partnered with Money Advice Scotland to tackle the issue of fuel poverty among customers in Rural South Lanarkshire.

Our Power has launched a variable tariff for tenants who heat their homes by electric storage heating and are tied into using Restricted Meters. They believe this offers a fairer energy price for customers on restricted meters who previously have been excluded from accessing competitive tariffs and typically pay up to 2.5 times more to heat their homes than a household heated by gas.

### What is a restricted meter?

Tenants who heat their homes by electric storage heaters are likely to be on a restricted meter. The meter activates the charging of the storage and water heating at times determined by the network operator linked to demand on the network and weather conditions.

Alister Steele, Chair and Co-founder at Our Power:

*"This is exactly the type of unfairness Our Power was created to address. Through no fault of their own thousands of people across Scotland are being disadvantaged by the type of electric meter they are using. Our ethos is about fairness, offering customers choice and respect through good service. Consumers on restricted meters have the right to choose more affordable energy. This is at the heart of this campaign."*

Yvonne MacDermid, Chief Executive, Money Advice Scotland, commented:

*"Our network of member money advisors are confronted with the fall-out of fuel poverty on a daily basis. Front and central to dealing with this issue is ensuring that all consumers, irrespective of their financial status or where they live, have access to a broad range of tariffs. We are aware of the issue of restricted meters preventing customers from accessing more affordable energy and we welcome Our Power's move to find a solution."*

### Want to find out more?

Tenants can get a personalised quote and switch directly by calling Our Powers switch team on **0808 189 3085** or by visiting **[our-power.co.uk/takecontrol](https://our-power.co.uk/takecontrol)**

**100% FREE!! 100% FREE!! 100% FREE!! 100% FREE!!**

# **making friends**

**Do you know someone who is  
65 and over who feels lonely  
or isolated and would like to  
join us for Sunday lunch**



**are providing a three course meal once  
a month on Sunday in Lanark  
(for people 65 and over)**

**pick up service available  
commencing on 25th February 2018**

***for further information contact us on***

**01555 667640**

**or email [info@ccaglanark.org](mailto:info@ccaglanark.org)**

# Giving you a clearer view of your personal data

On the 25 May 2018 a new law which will give you total transparency over the use of your personal data, comes into effect. It's called the General Data Protection Regulation (GDPR).

We've always been careful to protect your data, and believe you have every right to know how, and why, we need it. So we're making some changes that will ensure you're always clear on how it's being used

While we will have to make changes to our data policies and procedures in preparation for the new regulations, you don't have to do anything in particular to prepare.



## What next?

You don't have to do a thing right now. We're busy making the changes to help you manage your personal data and we'll let you know when it's ready.

## Clydesdale HA's newsletter - make it yours!

### What would you like to read about?

Our newsletter is aimed at keeping you informed of what we are doing and providing you with useful information on topics that may affect you. That said, if there is anything you would like to see featured or would like to comment on, please contact us and we will be happy to listen.

If you no longer wish to receive this newsletter, please contact Elizabeth on 01555 678768 or email [elizabeth.miller@clydesdale-housing.org.uk](mailto:elizabeth.miller@clydesdale-housing.org.uk) and your details will be removed from our mailing list.





## Love Our Ladybirds, for **FREE!**

The UK has over 40 different species of Ladybird, all needing different habitats to live, eat and hibernate in. Scotland has 15 of these bright beetles, some are thought to be thriving, whilst others are decreasing due to a lack of suitable summer and winter habitats, loss of food plants and predation from the invasive Harlequin Ladybird.

Central Scotland Green Network Trust is tackling this by putting together a Love Our Ladybird gardening pack so that we can help you make your gardens more biodiversity friendly.

We have a number of packs to give away, which includes a poster, leaflet showing the different types of Ladybirds found in central Scotland, wildflower seeds, pencils, stickers, games and all sorts of advice on how to improve gardens for ladybirds.

**For your free pack call Elizabeth Miller on 01555 678768.**



# Rent increase 2018 you told us - we listened!

As you are all aware, we consulted with all our tenants recently on the proposed rent increase for 2018-19. We were proposing an increase of RPI (3.9%) plus an additional 1% - a total of 4.9%, as this is what is in our long term business plans.

On the 7th February 2018 our Management Committee considered feedback from tenants and decided that this year we would apply an increase to your rent of 3.8% - 1.1% lower than planned.

Chair Pauline Sandford said -

*"We listened carefully to the feedback from our tenants and appreciate your honesty. We recognise that tenants are under pressure with their own incomes and that the suggested increase would present many of you with a problem, therefore we did not follow through with the planned increase. It is very important to us that we keep Clydesdale Housing Association as a viable business and ensure we can meet our costs – this is why we changed our Rent Setting Policy from Retail Price Index (RPI) to Consumer Price Index (CPI) - this will allow us to keep paying for repairs contractors, suppliers, etc."*



**712 consultation  
questionnaires were  
issued to tenants**

**118 tenants  
returned their  
questionnaires**

**We asked you - Clydesdale Housing Association needs to apply a rent increase to make sure there are sufficient funds to run the organisation and meet our commitments to you, our tenants, and the Scottish Government. Do you think this is reasonable?**

**85 tenants thought it  
was reasonable that CHA  
apply a rent increase**

**31 tenants did not  
think it was reasonable  
for CHA to apply a rent  
increase**

**We asked you - Clydesdale Housing Association are looking to apply a 4.9% increase to your rent charge from 28 March 2018. Do you think this is reasonable?**

**69 tenants though  
the proposed 4.9% rent  
increase was  
reasonable**

**47 tenants though  
with the proposed 4.9%  
rent increase was not  
reasonable**

**The staff and Management Committee hope this gives  
you confidence that your views are important to us, that  
we welcome them and, more importantly, act upon them.**



# 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.

## OTHER FORMATS

Please call 01555 665316 or e-mail [mail@clydesdale-housing.org.uk](mailto:mail@clydesdale-housing.org.uk) or online at <http://www.clydesdale-housing.org.uk/> if you would like to receive any of our information by e-mail or in another format such as a different language, largeprint, Braille or audio.



We are proud members of Happy to Translate.

# talk to us

## Talk to us about:

- Rent enquiries
- Housing Benefit
- Universal Credit
- General welfare benefit advice
- Allocations
- Housing list enquiries
- Estate issues
- Neighbour complaints
- Anti-social behaviour complaints
- General complaints

### Pauline McMullan

Housing Officer

Telephone Pauline on: 01555 678947

E: [pauline.mcmullan@clydesdale-housing.org.uk](mailto:pauline.mcmullan@clydesdale-housing.org.uk)



### Lisa Cochrane

Housing Officer

Telephone Lisa on: 01555 678945

E: [lisa.cochrane@clydesdale-housing.org.uk](mailto:lisa.cochrane@clydesdale-housing.org.uk)



### Jacqui Hart

Housing Officer

Telephone Jacqui on: 01555 678942

E: [jacqueline.hart@clydesdale-housing.org.uk](mailto:jacqueline.hart@clydesdale-housing.org.uk)



### Iain McMillan

Housing Officer

Telephone Iain on: 01555 678760

E: [iain.mcmillan@clydesdale-housing.org.uk](mailto:iain.mcmillan@clydesdale-housing.org.uk)



# 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://southlanarkshire.entitledto.co.uk/home/start>**

**Our staff will be delighted to provide support to any tenant who needs help to claim benefits. Please contact us on 01555 665316 or email us at [mail@clydesdale-housing.org.uk](mailto:mail@clydesdale-housing.org.uk) to arrange a meeting or a home visit.**

## Mental Health Information and Charity Shop

Lanarkshire Association for Mental Health (LAMH) is a registered charity and provider of a range of services to people with mental health difficulties. They are committed to developing and providing quality support services in partnership with people who experience mental health difficulties, their carer's and other agencies.

**For Information on Mental Health & Wellbeing in South Lanarkshire**

**Call: 0330 3000 133**

**(currently operating**

**10am - 2pm weekdays)**

**Email: [info@lamh.org.uk](mailto:info@lamh.org.uk)**









### LAMH CHARITY SHOP

17 Cadzow Street, Hamilton ML3 6EE  
(Next to Post Office)

**Open Monday - Friday:  
9.30 am - 4.00 pm**

We welcome donations of good quality furniture, electricals, pictures, clothes, toys, vinyl records, cd's, dvd's, bric a brac, etc.

**We can pick up locally if required**

**We can also deliver for a small charge**

**Phone us on: 01698 284233**  
**email: [hamiltonshop@lamh.org.uk](mailto:hamiltonshop@lamh.org.uk)**







# ANNUAL GAS SERVICE

## April 2018 – 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 Frood and Sons who will rearrange your appointment.

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

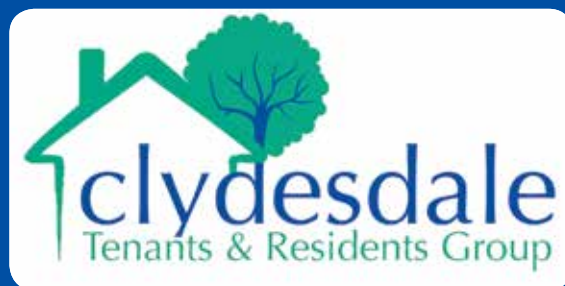
**If forced entry is required then the costs will be recharged to you.**

**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**



# Look what we have been doing



Over the last 3 months we have been working hard for all our tenants and residents. To ensure tenants and resident's concerns are prioritised we have met regularly with members of Clydesdale Housing Association to discuss ongoing issues. Some of the issues we have discussed so far this year:

**Reactive Repairs  
maintenance  
tenders**

**2018-19 Rent  
consultation**

**Gutter  
Cleaning**

**Landscape  
maintenance**

**Alternative electric  
central heating  
systems**

We always look forward to, and encourage, new people getting involved, so to make your voice heard please call and speak to Elizabeth on 01555 678768 or email [mail@clydesdale-housing.org.uk](mailto:mail@clydesdale-housing.org.uk)

# How to report a repair

You can report a repair in a number of ways.

## During office hours

If the repair is an emergency and there is a risk to your safety or serious damage to the property it is important you call us on **01555 665316** straightaway.

If the repair is routine you can:

- Call us on: **01555 665316**
- Report it online at: **[www.clydesdale-housing.org.uk/forms](http://www.clydesdale-housing.org.uk/forms)**
- Email us at: **[mail@clydesdale-housing.org.uk](mailto:mail@clydesdale-housing.org.uk)**
- Write to us at: Clydesdale Housing Association, 99 High Street, Lanark ML11 7LN

## Out-of-hours emergencies

If you have an emergency repair and need to report it when the office is closed please call:

- **07563 384282 and leave a message.**
- **If this number is inactive then call 01555 663927**

Please note that if our emergency contractors are called out for a repair that is not an emergency you will have to pay for the cost of the call out.

**Remember the quicker you tell us and the more information you can give us about the repair the better. Don't wait till it's too late!!**



# Useful information –

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

**Call us on 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/)**

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 Easter break from 5pm  
on Thursday 29th March 2018 and will reopen  
on Tuesday 3rd April 2018 at 09.00am.**



## 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**

**No electricity supply**  
SP Energy Networks

**0800 092 9290**

**Out-of-hours Noise Team**  
South Lanarkshire Council

**0800 24 20 24**

**No water supply/burst pipes**  
Scottish Water

**0800 077 8778**

**Paying your rent**  
Allpay

**0844 557 8321  
or [www.allpay.net](http://www.allpay.net)**

**Cleansing Services**

(refuse collection, wheelie bins,  
special uplifts)

South Lanarkshire Council

**[www.southlanarkshire.gov.uk](http://www.southlanarkshire.gov.uk)  
0303 123 1020**

Environmental Services  
(pests, vermin)

South Lanarkshire Council

**[www.southlanarkshire.gov.uk](http://www.southlanarkshire.gov.uk)  
0303 123 1015**

