

The logo for Clydesdale Housing Association is located in the top right corner. It features the word "Clydesdale" in a large, blue, cursive-style font. Below it, the words "HOUSING ASSOCIATION" are written in a smaller, blue, sans-serif, all-caps font. The text is contained within a white rectangular box with a thin blue border at the top and a thin green border at the bottom.

Clydesdale
HOUSING ASSOCIATION

The background of the entire page is a photograph of several yellow daffodils in full bloom. The flowers are bright yellow with a distinct central corona. They are growing on green stems with long, narrow green leaves. The background is a clear blue sky with a bright sun in the upper left corner, creating a lens flare effect. The overall scene is bright and cheerful, representing spring.

Newsletter

SPRING 2019

Exciting times ahead

Our new community hub, flats and office is coming along nicely

As you can see our contractor is pushing on with the community hub, flats and office and it now looks like we will be ready to move in late summer this year.

We will keep everyone updated on how the build is progressing and when we will be moving from our current offices at 99 High Street, to the new office at North Vennel.



Our New Vision & Common Values

Our Vision is:

**Quality Homes and excellent services for all -
today and in the future.**

Delivered through these Common Values:

- **we listen and learn to improve how we work in the pursuit of 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.**

Complaints & Compliments

Your comments and opinions matter and could help us improve our services to you. If you are making a complaint, please be assured that we take your complaints seriously and use the information that you provide to improve our services, where possible. Your complaints are dealt with according to our complaints policy, and are outlined in our Complaints leaflet.

Complaints - Frequently Asked Questions

- 
- Q** - Is the information I give confidential?
- A** - Any information you give is covered by Data Protection guidelines.
This means that we will:
- Keep personal information safe and secure
 - Not share it with other organisations without your permission, unless the law says we must
- Q** - I want to make an anonymous complaint - will you still investigate it?
- A** - Yes. While it is helpful to know who you are, we believe everyone has a right to complain. As a result, we thoroughly investigate all anonymous complaints. We cannot, however, provide feedback if we do not have any contact details.
- Q** - Will you learn from my complaint?
- A** - Yes. We will look at any learning as a result of your complaint. This will help us to put service improvements in place where possible.
- Q** - Can I get involved in making services better?
- A** - Yes. We are looking for our tenants to get involved.

Want more information on Complaints & Compliments?

Call our Corporate Services Team on 01555 665316 or email us at mail@clydesdale-housing.org.uk and we will be happy to help.

You can also make a complaint or compliment online at www.clydesdale-housing.org.uk/forms

We have appointed a new Data Protection Officer

From 1 April 2019 our new Data Protection Officer is Elizabeth Miller.

Any questions relating to our privacy notice and practices should be sent to Elizabeth at 01555 678768 or elizabeth.miller@clydesdale-housing.org.uk.

Need help claiming Universal Credit?



The Citizens Advice network in Clydesdale now provide a service that can help you make a Universal Credit claim.

Their new Help to Claim service offers independent, tailored and practical support to help people make a Universal Credit claim and receive their first full payment on time. It is available in the Clydesdale area as well as through a free phone helpline, webchat, and self-help information online.

Universal Credit is a new benefit that combines 6 benefits into 1, including Jobseekers Allowance and Working Tax Credits. It is currently being rolled out across the UK. It was introduced in Clydesdale in October 2017. Clydesdale Citizens Advice Bureau has already helped more than 900 people with problems relating to Universal Credit.

Their trained advisers can help local people to:

- Set-up a Universal Credit account
- Complete their claim to-dos
- Verify their identity
- Make sure they are providing the right evidence to the Jobcentre
- Understand what Universal Credit will mean for them

Ways to access the service

Support is available through a free phone line and web chat from 8am - 6pm Monday to Friday:

Phone line: 0800 023 2581
Webchat: www.cas.org.uk/helpclaim

Support is available face-to-face through appointments and drop in at the following times and locations:

Monday	10.00 - 15.00
Tuesday	10.00 - 15.00
Wednesday	10.00 - 15.00
Thursday	10.00 - 15.00
Friday	10.00 - 12.00 (appointments only)

10-12 Wide Close,
Lanark,
ML11 7LX

You can find more information on Universal Credit on the Citizens Advice website.

UC *Universal
Credit*

staff news

Best Wishes Lisa & Nikki

Lisa and Nikki are all set for new journeys in their lives with new little people who are yet to arrive. Lisa will be on maternity leave until January 2020 and Nikki will be on maternity leave until April 2020.



Nikki



Lisa

Maternity arrangements

Claire and Tomi have now joined the team during Lisa and Nikki's maternity leave. Claire has joined our Technical Services Team and Tomi will be helping in the Housing Services Team.

We would like to wish Lisa and Nikki all the best for their imminent arrivals and welcome Claire and Tomi to the team.



Claire Chalmers,
Technical Services Assistant



Tomi Oke,
Housing Assistant



Summer Holiday Lunch Clubs

Summer holiday lunch clubs are to be rolled out at primary schools across South Lanarkshire this year.

Following a successful pilot, there will be three bases in the four geographical areas of South Lanarkshire with each base also having a partner primary attached to them.

The pilot programme featured a range of activities including drama, music, dance, arts and crafts and sports, as well as the chance to achieve accredited awards. This will also be the case with the wider roll-out.

Leader of South Lanarkshire Council, Councillor John Ross, said: “We are very aware that school holidays can be challenging for families on low incomes, and that in some cases children who benefit from free school meals can go hungry.

“I hope that by rolling this programme out across South Lanarkshire we can go some way towards helping alleviate some of the pressures these families face.

“As well as providing healthy and nutritious meals, the clubs also promote learning through fun and engaging activities.

“I am delighted that we can now offer lunch clubs during this summer’s holiday period across the whole of South Lanarkshire.

“We have looked very carefully at where this provision is most needed and I believe we have reached a very good balance in terms of the geographical spread of where the clubs will be based.”

In the Clydesdale area, the school bases will be Crawforddyke PS, Rigside PS and Carnwath PS.





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

Improving our Reactive Repairs service

We continuously use feedback to improve our service to you. If you have had a repair carried out Elaine or Claire from CHA or Research Resources, our external market research consultant, may contact you for your views on the work carried out

Our Repairs Service - how are we performing?

We strive to continually improve the services we provide for you.

We know that you are the best people to judge on how well we provide these services - so we aim to keep you informed and involved as much as possible with our activities.

We closely monitor our performance through a range of approaches to ensure we are providing you with the best possible service.

We are always reviewing and monitoring our performance to enable us to improve on what we are providing to you, and we would like to share the details of this.



From 1 April 2018 to 28 February 2019 we took, on average, **4.5 days** to complete non-emergency repairs



From 1 April 2018 to 28 February 2019 **95%** of tenants who had a repair carried out were satisfied with our repairs & maintenance service



Annual Gas Safety Visit In 2018-19, we carried out **100%** of gas safety inspections within the required 12-month period, in accordance with legislation.

Our Business Plan 2019-2022

To help our tenants, customers and other partners understand how Clydesdale Housing Association are managed and governed, we produce a detailed plan fully explaining this. The plan also demonstrates many aspects of business planning and compliance against the Scottish Housing Regulator's Regulatory Standards.

To create a Business Plan, our Management Committee and staff take part in various planning review meetings, including business –specific away days. It is vital that we have these plans, which enable us to identify priorities and improve services to our tenants, and other customers.

We must also consider risk management, achieve value for money and consider our approach to procurement and health and safety. During our review, Management Committee sets aside time to look at our vision, mission and objectives. Once satisfied, Management Committee agree and sign-off on these.

In addition, Management Committee review the Chief Executive Officer's performance on an annual basis to ensure that he is achieving the objectives he has been set. They also determine if he has the necessary skills, experience and training to remain effective as a leader of the Association. In 2018/19, Management Committee were satisfied that our staff team and Chief Executive Officer have achieved the objectives set and have the skills and knowledge to continue to improve and deliver the best services for our community.

Call Elizabeth Miller on 01555 678 if you want to find out more about our 2019-2022 Business Plan.



How we are doing

We are committed to improving our services and adapting them to meet the needs of our tenants and residents. Measurement plays an important part in helping us understand where we need to improve and how much change we have brought about

Each year, as part of our business planning process our Management Committee agrees the key performance indicators (KPIs) that will be used to measure and monitor our performance. The indicators selected help Management Committee to assess the progress that is being made in delivering the objectives set in the Business Plan.

In instances where the KPIs or measures show that performance is not at the level set by Management Committee, we provide an explanation as well as a description of the action being taken to bring performance back into line.



From 1 April 18 to 28 February 2019 **95% of tenants say that they are satisfied with the overall service provided by CHA.**

This shows we are performing better than our target of 93%

Where is our performance reported?

Performance is reported to Management Committee using a Scorecard showing our current performance, trends and a forward look.

We also report performance directly to you each year in the Annual Report.



Scottish Housing Regulator

Regulator publishes an engagement plan for every social landlord as its new Regulatory Framework goes live

The Scottish Housing Regulator has published an engagement plan for every social landlord across Scotland. This marks the first of the changes introduced under the new Regulatory Framework which went live on the 1st April 2019. The Regulator also published a summary of its engagement plans for social landlords this year.

The engagement plans replace the engagement letters that social landlords used to receive – these rated landlord engagements with the Regulator as either low, medium or high. As you know, we have enjoyed low engagement for a very long time

The new engagement plan shows that there is no departure from our requirement to simply send statistical returns to the Regulator going forward.

Want to find out more?

The link below will take you to the Scottish Housing Regulator's website where you can view Clydesdale Housing Association's and every other Registered Social Landlord's engagement plan.

<http://directory.scottishhousingregulator.gov.uk/pages/landlord.aspx?LAttoZNameQS=9AE83758-CFA9-E311-93F1-005056B555E6>



Tenants 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.

Thistle Tenant Risks home contents insurance scheme is a special insurance scheme for social housing tenants living in Scotland. It is provided by Thistle Tenant Risks in conjunction with Allianz Insurance plc.

Insurance for your furniture, TV, clothing, carpets, electrical items and general household goods -

This insurance will cover most of your household goods and contents whilst in your home. The insurance also covers replacement of external locks if your keys are lost or stolen and the contents of your freezer. There is also cover for personal liability and your decorations which you may be responsible for under your tenancy agreement.

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

Please protect our staff and Contractors from Second Hand Smoke

Breathing in other people's smoke is known as exposure to second-hand smoke or passive smoking. When you smoke, it's not just your health that's put at risk, but the health of anyone around you.

Most second-hand smoke comes from the tip of a burning cigarette. This makes it almost impossible to direct smoke away from those around you. If you only smoke in one area of your home the harmful chemicals will spread rapidly from room to room and can linger for up to 5 hours.

When you smoke indoors, your second-hand smoke lingers in the air. You can't see or smell it, but it's there.

- Second-hand smoke lingers for up to 5 hours after your last cigarette.
- The particles are so small 85% of them are invisible and odourless.
- No amount of second-hand smoke is safe. Smoking at the back door or under the fan will not reduce the harm.

Risks to our staff and contractors

Our staff and contractors visiting your home exposed to second-hand smoke face the same dangers as smokers themselves. They too inhale the same poisonous gases and thousands of toxic chemicals found in tobacco smoke. Their risk of developing smoking-related diseases will also increase.

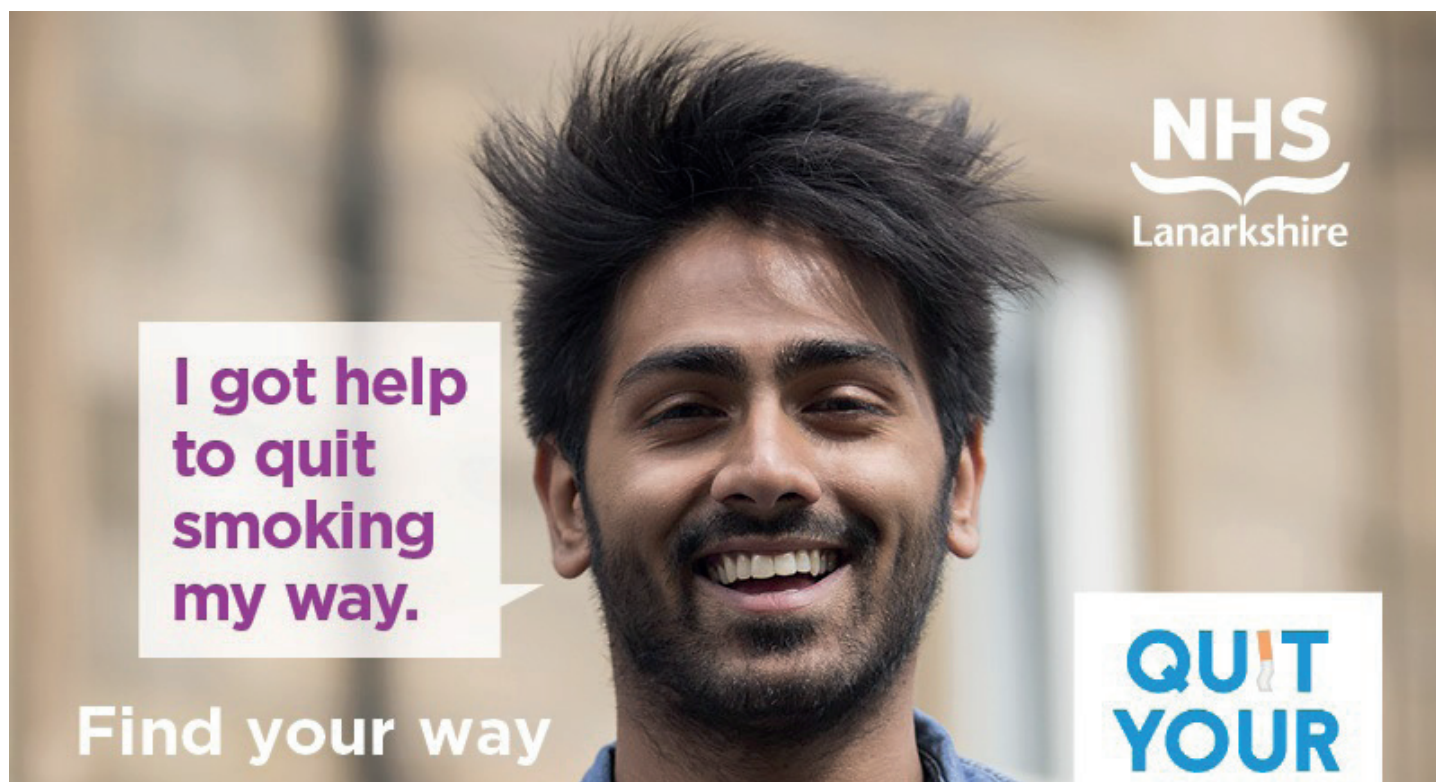
How do we protect our staff and contractors from exposure from second hand smoke?

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 5 hours before staff or contractors arrive
- During the visit do not smoke or let anyone in the house smoke
- If possible, don't smoke or let anyone smoke indoors, ask them to take it right outside

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





NHS
Lanarkshire

**I got help
to quit
smoking
my way.**

Find your way

**QUIT
YOUR
WAY**
with our
support

Call 0800 84 84 84

Or get started at [QuitYourWay.scot](https://quityourway.scot)



0800 84 84 84

Phone or chat online with a trained advisor
Monday to Friday, 8am to 10pm
Saturday and Sunday, 9am to 5pm

**QUIT
YOUR
WAY**
with our
support

Allocations Policy Review

The Housing Scotland Act 2014, (the 2014 Act) introduced some changes to the way landlords allocate properties. The 2014 Act requires landlords to give “reasonable preference” to the following categories:

- Homelessness/threatened with homelessness
- Unsatisfactory housing conditions
- Under-occupying (existing tenants)

The first two categories were covered in the existing Allocations Policy although worded differently. The third category is new and allows us to give points to tenants who are under-occupying their property.

We are a partner landlord in South Lanarkshire Council’s (SLC) Common Housing Register, “Homefinder”. When we became a partner landlord, we agreed to adopt the same Allocations Policy as SLC to make it easier for applicants or existing tenants to apply for a house.

SLC carried out a consultation process over the proposed changes to its Allocation Policy with several applicants along with its own tenants.

We consulted with our Residents and Tenants Group. We also invited all our tenants to be involved in our consultation process, however, there was no take up.

The Association’s revised Allocations Policy will be in place from 1st May 2019 and will be available on the website. The only significant change to it is the under-occupancy points.

Do you want to apply for housing?

Call us on 01555 665316 and we will send you a Homefinder application pack.

Alternatively you can complete one online at

https://www.southlanarkshire.gov.uk/forms/form/316/en/housing_application



Our development at Forsyth Court, Lanark



LANARKSHIRE

Credit Union

Affordable
Loans to suit
your needs.

252 Glasgow Road
Blantyre
G72 0YH
01698 711112

Branches in Larkhall
and Rutherglen

www.lanarkshirecu.co.uk

Lanarkshire Credit Union

People helping

People

Plain and Simple

Savings Accounts

Instant Access Accounts

Christmas Accounts

Free Life Insurance*

Affordable Loans



* Terms and conditions apply



HAPPY TO TRANSLATE

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.



notice board



Wee Read is a community enterprise set up to share reading and writing. On the first Tuesday of each month, we are at The Maggie's Lanarkshire Centre in a lovely building beside Monklands Hospital. Expressive reading and writing can help your mood and gives you a social

outlet to meet people.

Anyone who has been affected by cancer can join us in our small gathering and hear poetry. We read it aloud then chat about the words. Then we can have a go at writing usually for a few minutes. No experience is necessary just come and try!

It is informal and we enjoy hearing new people's voices.

There are no rules for this, it is called expressive writing, so whatever you write is right. We also have a laugh and a blether!

Every First Tuesday of the month.
Please call Maggie's staff for details:
01236 771199
<https://www.weeread.scot/b>

School clothing grants & Free school meals - Are you eligible?

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 https://www.southlanarkshire.gov.uk/info/200259/education_benefits

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.



SKILLS EXCHANGE



Scottish Charity
SC048438



Moving On 2 is a 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, 2A Hope Street, Lanark, ML11 7LZ

Tel: 01555 661094 or Email: info@skillscio.org

Moving On 2 helps you with:

CVs

Finding
employment
or training
opportunities

Applications

Interview
Techniques

Work Placement

Confidence
Building

Teamwork
Skills

Communication
Skills

IT Skills

This training will not affect your benefit and your travel and lunch costs will be paid





Office Closures

Please note that the office will be closed on the following dates:

Easter Weekend:

Friday 19th April and
Monday 22nd April 2019.

May Day:

Monday 6th May 2019.

Spring holiday:

Friday 24th May and
Monday 27th May 2019.

Glasgow Fair:

Friday 12 July and Monday
15th July 2019.

If you need an emergency repair at weekends or while the office is closed, please contact our emergency number:

0844 247 2111

Get in touch



HAPPY TO TRANSLATE

Getting in touch...

99 High Street, Lanark ML11 7LN

telephone **01555 665316**

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

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

Office 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

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