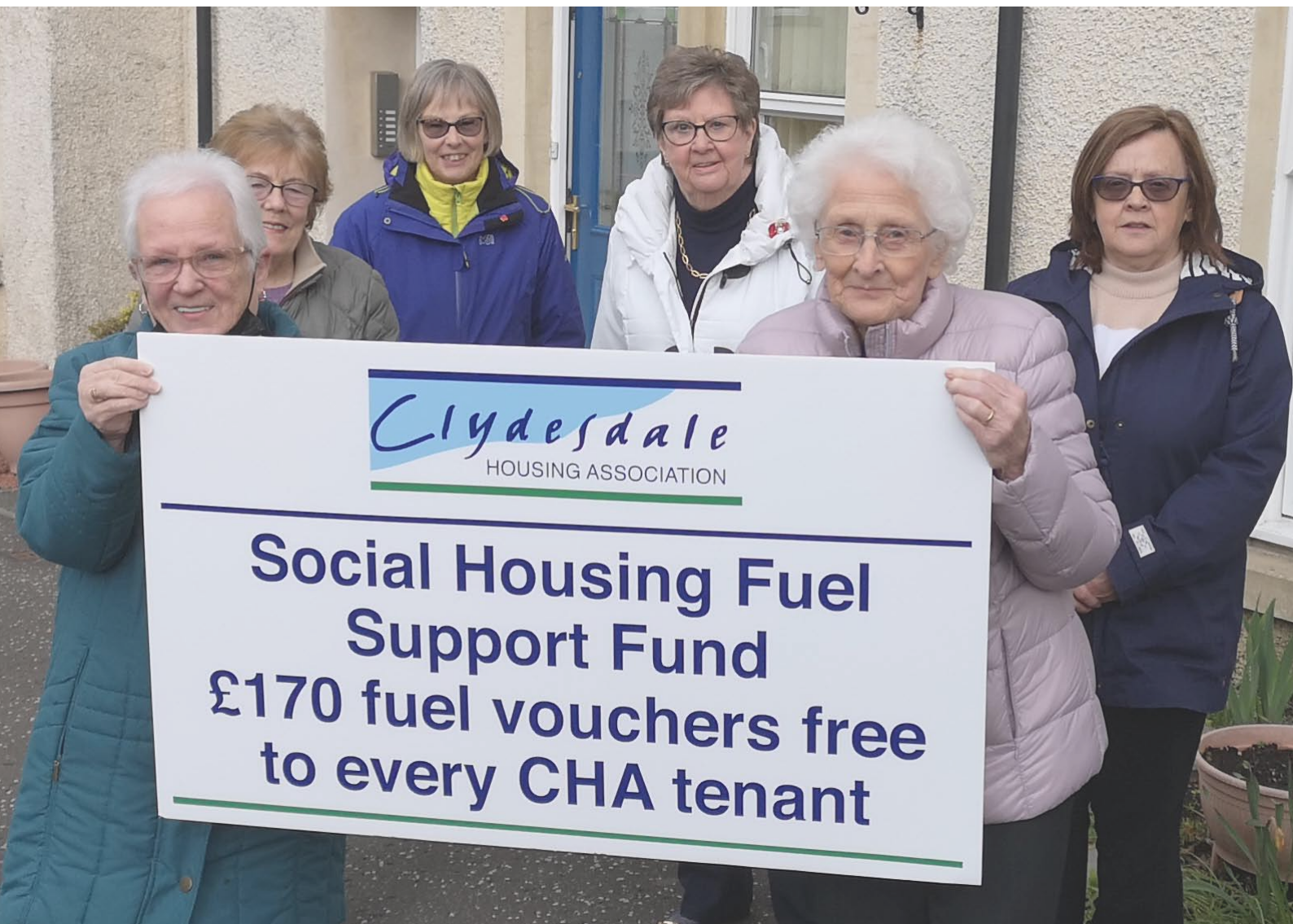


SUMMER 2021 ISSUE

NEWSLETTER

News from Clydesdale Housing Association





Following further easing of Covid restrictions, our office will be open to the public from Monday 16th August 2021 **for appointments only**.

If you wish to visit us in person, you can make an appointment by emailing us at mail@clydesdale-housing.org.uk or calling us on 01555 665316. Alternatively, our staff can contact you via zoom or Microsoft teams or any other virtual meeting platform in the comfort of your own home so you don't have to make the journey to our office. Just let us know what is best for you when arranging your appointment.

For your safety, we have made several changes to how we will carry out face-face meetings with visitors at the office:

- Visitors will be asked to call for an appointment to attend the office. We ask that you do not show up early for your appointment as we do not want visitors queuing in the reception area.
- Only one visitor will be allowed into the reception and meeting areas (exceptions will apply for carers)
- Before visiting the office, our staff will carry out a COVID risk assessment with you.
- When you arrive at the office you may be asked to wear a face mask. A staff member will again carry out a COVID risk assessment and ask you to wash your hands and use hand sanitiser before being seen.
- All appointments will be carried out in our board room so social distancing can be maintained.

If you visit the office without an appointment will only be seen if there are available appointments. If the enquiry is urgent and the board room is in use and if agreeable the meeting can be held in the reception area. Only one visitor will be allowed into the office (exceptions will be made for carers) and a COVID risk assessment will be carried out, and the visitor will be asked to wash their hands and use hand sanitiser. Social distancing should be maintained at all times.

Please let us know in advance if you have any concerns.

Throughout the past year we have adopted new ways of working. We will continue to review how we carry out our business to ensure we provide the best service and value for our tenants and other customers going forward.

Do you want to tell us your views on how we are doing!

You can tell us your views by emailing us at mail@clydesdale-housing.org.uk or call us on 01555 665316 or complete the contact us form on our website www.clydesdale-housing.org.uk/forms

Save the Date

Clydesdale Housing Association AGM



Our Annual General Meeting this year will take place on Wednesday evening, 1st September 2021 at Lanark Memorial Hall. Please note, due to COVID-19 restrictions the venue maybe subject to change
Invitations to all share-holders will be posted out nearer to the time, with more details about the event and the schedule for the evening.

Become a Member

Whether you're a tenant of the Association or simply have an interest in housing, you can become a member of the Clydesdale Housing Association. Members can attend Annual General Meetings and can be elected on to the Management Committee, which controls the running of the Association.

Membership costs just £1. To apply for membership, call our Corporate Services Team on 01555 665316 and we will send you an application form.

Send the completed form along with your remittance to our offices at 39 North Vennel, Lanark ML11 7PT.

Vision & Values

Our Vision, which reflects our service user priorities, is to provide:

Quality homes and excellent services for all – for today and the future

We seek to deliver this through these Common Values that have been jointly developed by our Management Committee and staff:

- 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.

Did you know...

You can use our website to:

Report a repair 

Have your say 

Contact us 





Legionella

Legionella is a bacterium naturally occurring in water environments that causes Legionellosis or Legionella Disease. The bacteria can only infect your body through inhalation of contaminated water droplets and the disease presents in the form of pneumonia. Anybody can catch it, but it is more likely to affect those who are susceptible because of age, illness, immunosuppression (low immunity) or smoking etc.

Most cases have been in people aged between 40 and 70. There is no evidence to show the disease is contagious and only 200 – 400 cases of Legionnaires' disease are reported in the UK each year. Though the disease can be fatal.

A milder form of the disease known as Pontiac fever or Lochgoilhead fever can be contracted by those who have healthier immune systems. These symptoms are typically flu-like and are usually less severe.

Legionnaires' disease does not appear to multiply below 20°C and will not survive above 60°C. The area of concern is stagnant water stored between 20°C and 40°.

In domestic properties the risk of Legionnaires' disease is relatively low risk.

How do people get it?

People catch Legionnaires' disease by inhaling small droplets of water suspended in the air, which contain the bacteria. You cannot get Legionnaires' disease from drinking water. The bacteria have to be in very small droplets like spray from a shower or spray taps.

How do we minimise the risk of Legionella, and how can you help?

If the water within your home is not provided

by direct mains water, we would employ qualified contractors to inspect, maintain and test your water storage tank to minimise the risk of Legionella.

You can help us minimise the risk of Legionella by:

- Running your hot and cold water taps and shower if your property has been empty for a long period (over two weeks) for at least 2 minutes
- Cleaning, descaling and disinfecting your shower head every 2 months
- Flushing showers that are only occasionally used by running the water for at least 2 minutes once a week.

Contact our Repairs & Maintenance Team for advice if you:

- Have any issues with your boiler or hot water heater
- Notice discolouration or debris in your water supply
- Notice your cold-water taps run with warm water.

Annual Gas Safety Inspection

As you will be aware, it is vital that all gas systems and appliances are checked on an annual basis. This is to ensure the safety of yourself, your family and your neighbours.

As your landlord, we have a legislative duty under regulation 36 1-12 of the Gas Safety (Installation and Use) Regulations 1998, to ensure that an annual safety inspection is carried out on all gas appliances and flues within our properties.

Both John Frod & Sons, our Gas Contractor and our Technical Services Team, are continuing to monitor and follow guidance in relation to COVID-19 and your annual service has been deemed as essential work during this time.

We would ask you to call John Frod & Sons at your earliest convenience if you are self-isolating, showing any symptoms, have been confirmed to have contracted COVID-19 or if you would like to re-arrange the appointment for any other reason at this time.

Please note staff from John Frod & Sons will call you and ask the relevant screening questions before they visit. When the Engineer visits, they will also ask these questions prior to entering your property.

John Frod & Sons are complying with guidance in relation to PPE for their engineers and all are all supplied with gloves, masks and hand sanitisers.

Should you require any further information regarding your annual service, this can be found on Gas Safe website: www.gassaferegister.co.uk/help-and-advice/covid-19-advice-and-guidance/



The engineers are also complying with the social distancing guidelines. We do appreciate that your house may be busier than usual, however, this is in the best interest for all of you. Ideally, we would ask you to vacate the room the engineer is working in and they will then let you know when they have finished. The inspection will take approximately 30 minutes to 1 hour.

Please note for the engineer to carry out the service you must ensure that you have adequate supply of gas and electric within your meters to allow the gas safety check to be carried out.

Failure to allow us access will result in us capping of the gas going to your meter and forcing entry to your property.



Electrical Safety Inspection

The Scottish Government clarified in April 2020 that, in order to demonstrate compliance with Element 45 of the Scottish Housing Quality Standards (SHQS) – Safe Electrical Systems, landlords must organise electrical safety inspections by a competent person at intervals of no more than five years. Clydesdale Housing Association has an ongoing dedicated programme of Electrical Installation Condition Reports (EICR) our Contractors will be in contact to make arrangements for Access with those involved in this year's Inspections.

These inspections are undertaken to ensure that the electrical system in your home is, and continues to be, in a safe condition. As part of this inspection, the electrician may require to carry out essential electrical repairs which are identified. This will also include upgrading of smoke, heat & carbon monoxide detectors in line with the Scottish Governments new fire safety legislation. It is essential that you allow access for this work to be carried out as it not only protects you and your family but also your neighbours, should any serious electrical issues occur. Failure to allow us access to carry out these essential safety checks will result in us forcing entry to your property.



Investing in your home

During 2020 our investment programme was halted as a result of COVID-19 and did not restart the rest of the year. The investment programme for the financial year 2020/2021 was therefore only partially concluded.

However, we are delighted to confirm that our Management Committee have agreed our investment programme for the financial year 2021-22. It is going to be another busy year for our Technical Services Team, and we will be carrying out significant improvements to your homes.

- **145** tenant's homes will have new central heating installed
- **82** tenant's homes will have new external doors installed
- Tenant's in **7** flatted properties will have new common security doors & intercoms installed
- Tenant's in **2** properties will have the roofs renewed
- **43** tenant's homes will have windows replaced
- 26 tenant's homes will be fully rewired
- **40** tenant's homes will have new bathrooms installed
- **110** tenant's homes will get new loft insulation
- **53** tenant's homes will have new kitchens installed
- **338** tenant's homes will have new smoke alarms replaced
- **97** tenant's homes will have new carbon monoxide detectors installed
- **300** tenant's homes will have gas safety inspections carried out
- **401** tenant's homes will have electrical safety checks carried out
- **742** tenant's homes will have the gutters cleaned
- **359** tenant's homes will have external painting & fence painting carried out
- **210** tenant's homes will have cylinder service

In 2021/22 we are looking to invest almost £3 million in your homes. This highlights our intention to provide the best possible quality of home for our tenants which are secure and safe.

Important items to note

The manufacturing downturn due to the Covid-19 pandemic has resulted in increased costs for labour and components. Some components currently have as much as a 30% increase in price – namely wood, steel and copper. This will undoubtedly have an effect on our ability to meet our ambitious planned programme. We are committed to taking forward our heating contract in order to ensure that those properties which are failing on energy efficiency measures are brought up to standard. We are committed to carrying out all statutory checks to ensure tenant safety.

However, some contracts may not be affordable due to the reasons outlined. Only once tender costs are received, will be able to assess if we can carry out all works within our approved budgets.

SUPPORTING OUR TENANTS

In April 2021, CHA's Technical Services Manager, Vicky Rogers, secured £132,600 worth of direct financial support to CHA tenants to help them with fuel costs. Funds were accessed through the Social Housing Fuel Support Fund provided by the Scottish Government and delivered through the Scottish Federation of Housing Associations and HACT. The fund recognised the additional burden the coronavirus pandemic was having on many households, who may struggle to pay their fuel bills due to loss of income, increased fuel use, and other challenges brought about by the past year

In seven weeks, CHA staff contacted all our tenants and issued referrals to our partners, The Wise Group, who administered the £170 payments to tenants. They have also had the opportunity to access energy advice through the Wise Group's HEAT Team.

As the payment of funds to CHA tenants is almost complete Vicky Roger's said: "With household income getting squeezed and the cost of energy increasing as a result of the pandemic, many individuals are now living in fuel poverty.

This Scheme has been a welcome opportunity to support people in an unprecedented time of need.

"What has made the Social Housing Fuel Support Fund unique has been that it supported both prepayment tenants and those who paid by Direct Debit/Standing Order or Periodic billing. By being accessible to anyone it has allowed us to reach over 700 households, which has been superb."

Joe Gorman, CHA's Chief Executive said: "Though the Social Housing Support Scheme has come to an end our dedicated staff will continue to source new funding to help support our tenants. Our mission is to provide more than a home and helping to tackle fuel poverty is just one of the ways in which we can do this. The message to our tenants is simple, if you're struggling with your financial situation for any reason, get in touch to find out what help, and support is available to you."



Your Rent

Convenient ways to pay

There are various easy and convenient ways for you to pay

All Pay

- Go to www.allpay.net and enter your payment card or reference number
- You can download the allpay app for compatible mobile devices
- You can phone 0844 557 8321

Direct Debit

- You can call us on 01555 665316 or call us to arrange an appointment at our office at 39 North Vennel, Lanark and we will help you set up a direct debit

Clydesdale Housing Association

- All debit and credit card payments can be made to us by calling 01555 665316

Standing Order

- You can call us on 01555 665316 or call us to arrange an appointment at our office at 39 North Vennel, Lanark and we will ensure you have the appropriate form.

If you're worried about paying, we can provide advice. We can also provide rent statements on request and discuss the most suitable option for paying your rent. Please contact your Housing Officer to check that you're up-to-date with your payments or if there's an easier way to pay.

It's important you pay your rent on time. Every Clydesdale Housing Association tenant is due to pay their rent on or before the 28th day of every month.



Rent First

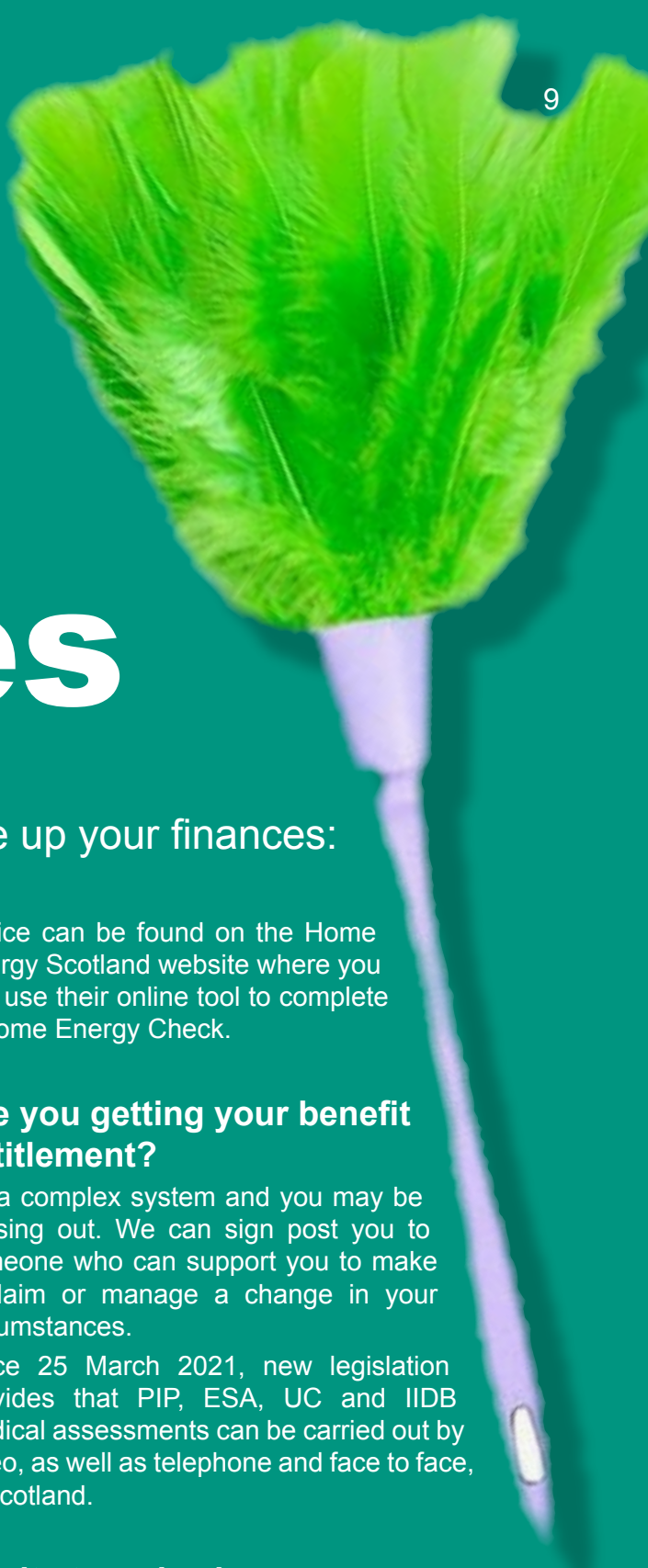
Unfortunately, our staff are spending a lot of time contacting tenants who pay their rent late or do not maintain their agreed payment arrangements with us.

We cannot stress enough the importance of paying your rent as this pays for essential services, such as repairs and ongoing improvement works to your home. To assist you in making payments on time we offer a wide range of payment methods. Some of these can be utilised 24 hours a day, 7 days a week.

If you are experiencing financial difficulties, please do not wait – contact us as soon as possible to discuss your rent account. Our Housing Services team will make a fair and affordable repayment plan with you. They can also offer you welfare benefit advice and will arrange to visit you at home if needed.

We are here to help so talk to your Housing Officer rather than ignoring the situation.

Spruce up your Finances



Here are our top tips to help you spruce up your finances:

Get ahead with your rent payments

Your rent is due in advance of, or before, the 28th of each month. Try and pay a little extra each month to build a credit on your account.

Even an extra £5 per week soon builds up to give you a bit of breathing space for those times when your budget is stretched to the max, for example Christmas and summer holidays.

Have you considered Direct Debit to pay your rent? It is a stress-free paperless payment, taken directly from your bank account. Handy if you're sometimes a bit forgetful!

If you'd like to set this up, contact us on 01555 665316 with your bank account number and sort code to hand.

Review your direct debits and subscriptions

Carry out a review of the transactions on your bank account. You might still be paying for services or subscriptions that you no longer need or use. You can cancel these payments if you are not tied into a contract with them. There may be some that you've completely forgotten about!

Shop around

From boiling a kettle to watching television - it all costs! Just a few small changes could make a big difference to your energy bills. Information and

advice can be found on the Home Energy Scotland website where you can use their online tool to complete a Home Energy Check.

Are you getting your benefit entitlement?

It's a complex system and you may be missing out. We can sign post you to someone who can support you to make a claim or manage a change in your circumstances.

Since 25 March 2021, new legislation provides that PIP, ESA, UC and IIDB medical assessments can be carried out by video, as well as telephone and face to face, in Scotland.

Don't struggle alone

Perhaps you know you could save money, but you don't know where to start. Sometimes the paperwork and bills mount up and it's all too much to manage. We can help.

Our Housing Officer officers, Jacqui, Lisa, Iain and Pauline, are here to support you confidentially and without judgement. If you'd like to speak to the team, contact 01555 665316 or email mail@clydesdale-housing.org.uk

Best Start School Age Payment – Apply now!



What is the Best Start School Age Payment?

The Best Start Grant School Age Payment is a one-off payment from Social Security Scotland to help families with the cost of preparing a child for starting Primary School.

Who can apply?

You can apply for the Best Start School Age Payment if you are:

- Responsible for a child born between 1st March 2016 and 28th February 2017.
- In receipt of certain qualifying benefits such as Child Tax Credits or Universal Credit.

When Can I apply?

Applications for children born between 1st March 2016 and 28th February 2017 are open between 1st June 2021 and 28th February 2022.

Even if the child is not yet starting school, eligible parents and carers should still apply before the closing date if they meet the eligibility criteria.

Applications for children born between 1st March 2016 and 28th February 2017 close on 28 February 2022.

How much will I get?

If your application is successful, you will receive a one-off payment of £252.50 for each eligible child.

How do I apply?

Applications can be made online at www.mygov.scot/browse/benefits/best-start

Your Local Foodbank



If you need a foodbank referral you should always contact a referring agency in the first instance. Clydesdale Housing Association are a referring agency and can provide you with a foodbank referral.

If we or the other referring agencies are closed, you can contact South Lanarkshire Council's Social Work Emergency Services on 0303 123 1008.



NEW COMPLAINTS PROCEDURE

Our complaints procedure has been updated in line with new guidance from the Scottish Public Services Ombudsman. In terms of how you report complaints, nothing has changed.

We still take complaints by phone, email, letter or in person when the office is open.

For details of what to expect when you make a complaint and how your complaint will be handled, please see our complaints leaflet which can be found online at:

www.clydesdale-housing.org.uk



Scottish Housing Regulator Complaints and Significant Performance Failures

If you are unhappy about the services, you receive or have concerns about the way your landlord is operating, you have the right to make a complaint.

The Scottish Housing Regulator Complaints and Significant Performance Failures leaflet details the difference between a complaint and a significant performance failure, and lets you know what to do and who to contact.

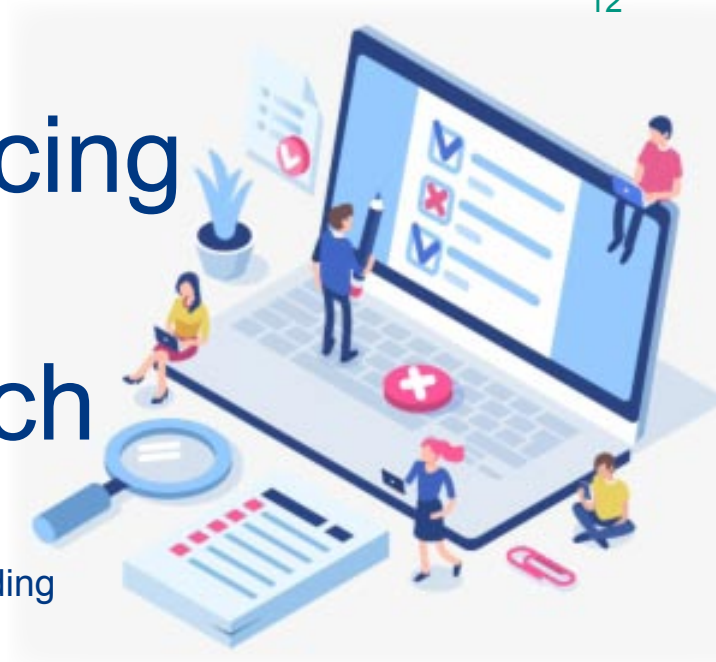
If you would like a copy of the leaflet then call us on 01555 665316 and we will post it to you. Alternatively, you can download a copy from our website -

SHR-Complaints-and-Significant-Performance-Failures.pdf

clydesdale-housing.org.uk



We are introducing a new Tenant Survey approach



We are introducing a new survey approach which will be a huge success in understanding our tenants needs.

We will be working with Glasgow-based Target Applications Ltd - creators of CX-Feedback software.

The software provides a range of information which will help us to help gain a greater understanding of our tenants needs via new software which takes the form of a survey.

The software works by sending surveys to tenants by text or email which they then complete online so that it provides an up-to-date snapshot of tenant opinion via dashboards and reports. For less digitally connected tenants, the application also allows us to easily manage telephone and postal surveys to maximise inclusion amongst all tenants and report the results in one place.

Jane Guthrie, our Depute Chief Executive said: "This new survey approach is about protecting CHA resources while giving

us a more effective and modern way in which to connect with our tenants. The new software offers excellent value for money and provides the opportunity to engage with tenants quickly, on a range of topics, through text, and other formats, if necessary."

"It allows for more accurate views on satisfaction and tenant opinion as it reaches a wider audience than traditional methods and allows us to respond to people's needs immediately."

"From a wider perspective, it demonstrates to our tenants our desire to support and assist them today and in the future."

The first information we would like to collect from you is an equality and diversity monitoring form. This will allow us to make sure we are delivering services that meets the needs of all our tenants.



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.

£500 For those self-isolating on a low income

People on low incomes may be eligible to receive a £500 grant if asked to self-isolate. The Self-Isolation Support Grant will help those who would lose income if they needed to self-isolate, such as those unable to carry out their work from home.

To be eligible for the grant you must:

- Have been asked to self-isolate by Test & Protect Scotland
- Be able to prove you have lost income due to self-isolation
- Be in receipt of a qualifying benefit such as Universal Credit, housing benefit or working tax credits or earn less than the real living wage



The grant is intended to support people who would otherwise struggle to be able to afford to comply with the requirement to self-isolate.

If you would like to make an application for the grant, please call South Lanarkshire Council's Community Wellbeing Team on

0303 123 1009.

Would you like to receive CHA updates by text or email?

Communicating with you by text or email means we can get information to you quicker while reducing the impact on the environment by cutting the amount of paper we use. We can send the following information to you digitally:

- newsletters
- consultations, such as rent charge consultations
- invitations to tenant events

SO, REMEMBER TO TELL US IF YOU HAVE ...

A new telephone numbers

A new mobile phone number

Changed your email address

Changes to household details



To tell us about changes to your contact details or to check we have your up to date contact details call us on 01555 665316 or email us at mail@clydesdale-housing.org.uk or complete our on-line web form Contact Us



HAPPY TO TRANSLATE

Getting in touch...

Clydesdale Housing Association,
39 North Vennel Lanark ML11 7NP
Telephone: 01555 665316

Email us at: mail@clydesdale-housing.org.uk
Send us an online message:
www.clydesdale-housing.org.uk/contact-us/
Find us on Facebook

Opening Hours:

Monday – Thursday 9.00am – 5.00pm
Friday 9.00am – 4.00pm

**For Out of Hours emergency repairs call -
01555 435944**

Clydesdale Housing Association Limited is a not-for-profit housing association registered under the Cooperative 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