

SPRING 2022 ISSUE

NEWSLETTER

News from Clydesdale Housing Association



Our Office is Open

With the easing of some of the Covid 19 restrictions we have been reviewing our working arrangements. In line with Scottish Government guidance and requests, most of our office staff have been working from home since March 2020 and only working in our office where this was required for appointments with tenants or for staff wellbeing.

While we have not been using the office full time, our staff team have still been working full hours with some of it from home, some of it out on our estates, and some of it at tenant's homes (where it was safe to do so).



The Scottish Government is no longer asking us to have staff working from home as the default position, and we are instead being encouraged to consider, and where feasible, adopt a hybrid working arrangement. A hybrid working arrangement is where staff are allowed to work part of their working week from their workplace and part from home.

Whilst we are allowed to now consider alternatives to working from home, we are reminded that Covid19 is still with us. While we learn to live with Covid19 our safe working procedures are as important as ever.

We are currently reviewing our hybrid working arrangement however, until this is in place we still need to protect our staff and visitors and maintain a high level of customer service so our staff will be working on a rota system. Half the staff work in the office and the others work from home. The rota system has been set up in a way to minimise risk by keeping numbers controlled in our office, ensuring staff in the office follow safe working procedures, and continue to take precautions when dealing with each other and our tenants.

The system keeps numbers controlled whilst giving the greatest mix of team members that customer may want to interact in person – kept us safe working from home for almost two years it has been lonely.

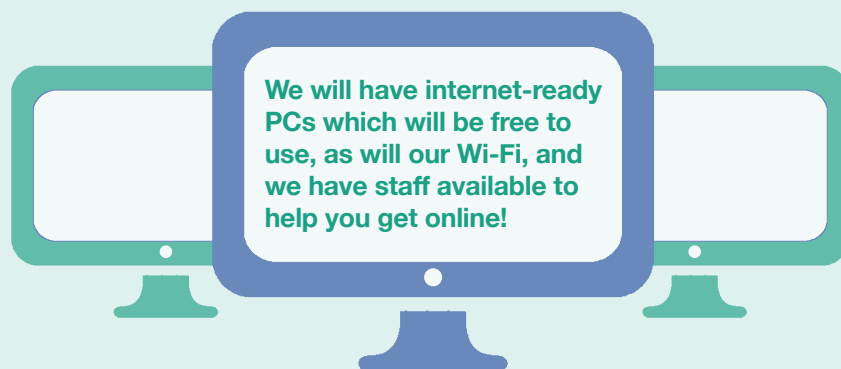
Different staff may be working from the office on different days but there will always be staff in the office during the working hours Monday to Friday.

Our Community Hub is open



Our Community Hub is located within our office at North Vennel in Lanark

The Hub provides a focal point and facilities to encourage greater local community activity and bring tenants, residents, and smaller organisations together to improve the quality of life in Lanark and surrounding areas.



We will have internet-ready PCs which will be free to use, as will our Wi-Fi, and we have staff available to help you get online!

Community Hub Rooms for hire

To hire one of our fantastic Community Hub rooms,
call Elizabeth or Elaine on
01555 665316 or 01555 678768.

Gas Servicing

We are required by law to carry out an annual safety service check to all gas pipework, boilers and appliances installed within your homes. These checks are required to make sure your pipework, boiler and appliances are safe and the risk of any gas or carbon monoxide poisoning is minimised for your household.

We carry out these checks on a 10 monthly cycle so that we can make sure the work is complete and you are safe before the anniversary date. The gas service visit should only take approximately 30-40 minutes to complete and can make sure your life is not put at risk.

Our gas maintenance contractor, John Froud and Son, will letter each property in advance of the arranged service date. If you need to change this appointment, you can do so by contacting either John Froud on **01555 663927**, or CHA on **01555 665316**.

Please note – As long as you have some credit in both your gas and electric meter the engineer will be able to do the service. If the engineer calls at your property and you have no credit in either of your meters and the required checks cannot be carried out, the engineer may have to close off (cap) your gas meter to make sure that you, your household members, your neighbours and your home are safe.



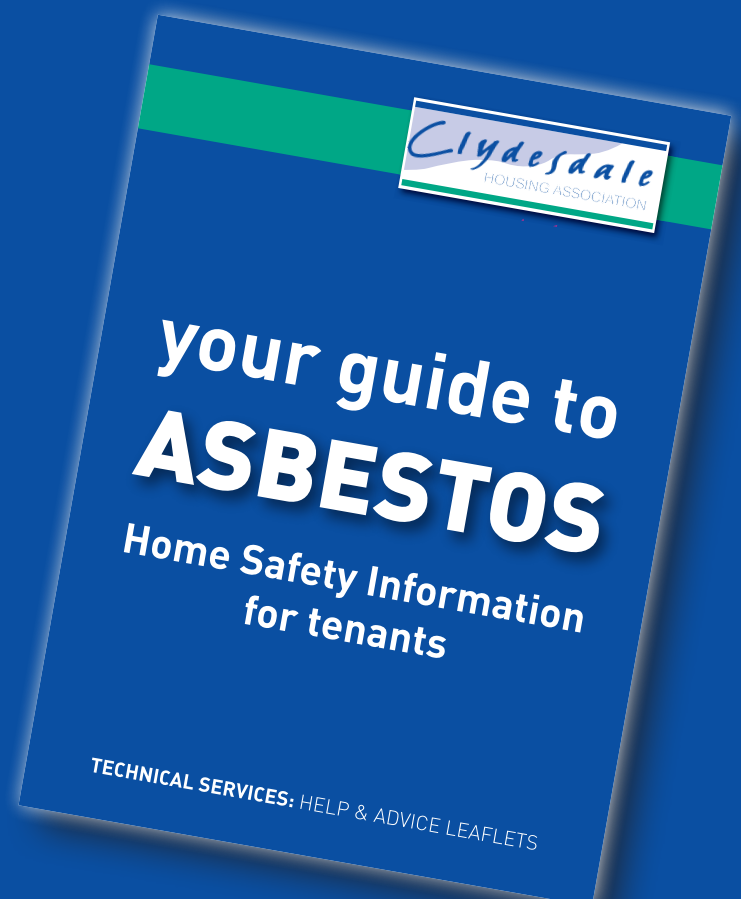
Your Guide to Asbestos in the Home

There are asbestos-containing materials in many buildings and homes in the UK and there could be asbestos in a number of our properties as it is impossible to remove it all. This is fully in line with the law and government policy.

Our Asbestos in the Home leaflet gives some basic information about asbestos in your home. It explains what it is, where it may be found, why it might be a problem and how to deal with it.

If you have any problems or queries on this matter then please call our Technical Services Team on 01555 665316.

All landlords have a responsibility to tenants and their visitors, contractors and staff, to manage the risk of exposure to asbestos. We take this responsibility very seriously.





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.

Equality, Diversity, Inclusion

CHA, as a registered social landlord regulated by the Scottish Housing Regulator, is required to comply with the Scottish Housing Regulator's regulatory framework.

The Scottish Housing Regulator has published regulatory requirements that every social landlord must:

“Have assurance and evidence that it is meeting all of its legal obligations associated with housing and homelessness services, equality and human rights...”

The regulatory framework specifies that this requires social landlords to collect equality information in respect of the protected characteristics. Each social landlord must:

“Have assurance and evidence that it considers equality and human rights issues properly when making all of its decisions, in the design and review of internal and external policies, and in its day-to-day service delivery.”

And

“... collect data relating to each of the protected characteristics for their existing tenants, new tenants, people on waiting lists, governing body members and staff. Local authorities must also collect data on protected characteristics for people who apply to them as homeless. Landlords who provide Gypsy/Traveller sites must collect data on protected characteristics for these customers”

The Scottish Housing Regulator also makes clear that:

“Landlords should adhere to our statutory guidance. In certain cases, where exceptional circumstances exist, it may be appropriate for a landlord to depart from our statutory guidance. Where a landlord is considering departing from statutory guidance, it should discuss with us why a departure from the guidance is necessary before acting. The landlord should keep a record of the reasons for the departure.”

The implications of these requirements for social landlords are that:

- the collection of data is a specific requirement, applying to all protected characteristics;
- social landlords' equality data collection forms must cover all the protected characteristics for the groups specified by the Scottish Housing Regulator;
- this requirement does not refer to job applicants, however social landlords must also gather personal data about job applicants, including data about an applicant's protected characteristics, and must process this in line with data protection law; and
- social landlords must adhere to the statutory guidance unless exceptional circumstances exist.

We have been preparing for these requirements and we need to report on these to the Scottish Housing Regulator from April 2022. We will be continuing with our work and will keep our customers updated on what we are doing and when. This work is not new to us and forms part of our Equalities Strategy.

If you would like to know more in the meantime, please just let us know.

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.



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

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)



How we store your Personal Information

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

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

Paper files containing personal or sensitive information will be kept in locked cabinets. Our computer systems are located in our offices in

Lanark but we occasionally may use computers (including laptops and tablets) offsite, however they will at all times remain secure and under our control.

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

Your Rights

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

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

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

Our Data Protection officer can be contacted at **elizabeth.miller@clydesdale-housing.org.uk**. A full Fair Processing Notice including details of how we retrieve, use, share and manage data from all client groups can be found online at

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

[Fair-Processing-Notice.pdf](#)

or by request from our office.



Freedom of Information



Freedom of Information (FOI) laws give you the right to request information about the housing services we deliver and the information we have provided to the Scottish Housing Regulator about our financial wellbeing and governance. You can also request environmental information we hold under the Environmental Information (Scotland) Regulations 2004 (EISRs).

Before requesting information from us, please check our website and the Scottish Housing Regulator's website, as the information you are looking for might already be available there.

A very useful starting point is our publication scheme at: [About Us | Clydesdale Housing \(clydesdale-housing.org.uk\)](#)

If you can't find the information you are looking for, you can request it from us. We must provide it to you, unless an exemption applies.

Here are some useful tips when making your request:

- Keep your request separate from anything else to allow us to identify and respond to it more quickly.

- Keep your request polite, as we can refuse to comply with requests containing inappropriate or abusive language.

- If you ask us for our opinion on an issue, we may not necessarily have one. FOI and the EISRs only apply to recorded information. If we don't have a recorded opinion on the issue, you have asked us about, we may refuse your request.

- Focus on the information you really need and keep your request simple. Complex requests involving significant staff time and resource may be refused in certain circumstances.

- Be as specific as you can (including dates, if possible) when describing the information, you want. Wide-ranging and vague requests could take longer to respond to.

- Submit your request to our dedicated contact address (below) to ensure your request is directed to the correct person quickly.

- Provide a telephone number in case we need to contact you to clarify your request or to provide you with advice and assistance.



If you have any questions about FOI, please contact our Data Protection Officer (DPO), Elizabeth Miller, by:
e-mail at elizabeth.miller@clydesdale-housing.org.uk
telephone on 01555 678768; or writing to:

The Data Protection Officer, Clydesdale Housing Association, 39 North Vennel, Lanark ML11 7PT.

Supporting our Tenants in challenging times



We are extremely proud to announce that we are once again stepping up to support our tenants with the increase in their energy costs.

With the help of additional funding from the Scottish Government, we are in a position to again assist our tenants who are facing ever increasing utility bills.

As before we will be working in partnership with HEAT (part of The Wise Group) to distribute a further £170 fuel voucher and provide support to our tenants who may be at risk of, or in, fuel poverty.

Our partnership with HEAT allows those in fuel poverty or fuel fear to receive expert advice in relation to their fuel costs and qualifying CHA

tenants could benefit from additional credit being placed in their account.

Vicky Rogers, Technical Services Manager said: "We are delighted to continue to work in partnership with HEAT and fully appreciate the advice and help from HEAT that our tenants and our staff will receive.



Social Housing Fuel Support Fund £170 fuel voucher free to every CHA tenant

“Through this initiative, tenants will receive the £170 fuel voucher and can access support and advice to help reduce costs and identify any funding and discounts that might be available to them.

“Many of our tenants may find themselves facing fuel poverty and we urge them to contact us today on 01555 665316 to see what we can do to help”

Jim Percival, HEAT project lead, energy advice and advocacy, added: “Our HEAT service is

aimed to ensure that every customer we assist is able to have a level of comfort in their home at an affordable cost. Our HEAT Advisors will allocate funding support on behalf of Clydesdale Housing Association and provide advice and information to assist the household to resolve any energy related issue or concern. With the forthcoming energy price increases, there has never been a more important time for households to be able to manage their energy usage and costs.”

We look forward to speaking to you soon and to making these £170 payments happen!

The Clydesdale Housing Association Team

Our Business Plan 2022-2025

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,
- achieving value for money
- our approach to procurement
- health and safety
- achieving the Scottish Governments Net Zero targets

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 they are achieving the objectives they have been set. They also determine if they have the necessary skills, experience and training to remain effective as a leader of the Association. In 2021, 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 678768 if you want to find out more about our 2022-2025 Business Plan.



2022 Rent Charges and Management Fees



CHA reviews its income requirements every year and works hard to keep the charges affordable, whilst ensuring there are funds to undertake our ongoing work.

We forecast into the future to make sure there will always be sufficient resources to provide services and maintain homes and areas. The long-term financial projections of CHA are based on rents increasing by CPI+ 1% each year and we traditionally use September's CPI for this purpose.

In "normal" times tenants would have been consulted on the 2022 charges and would have been asked to consider an increase at the rate of September 2021 CPI +1% which would have totalled 4.1%. However, given the difficulties many are facing, the Management Committee consulted with residents during November 2021 to January 2022 on lower increase options. This gave all our tenants the option to give their views on lower increases, whilst confirming that this would have an impact on future finances and what the Association can do.

At the closing date 67 tenants gave us their views and opinions on our proposals. The Management Committee considered all the responses received at the February 2022 Management Committee meeting and decided on an increase of 2.0% recognising the difficult financial position many people are currently facing.

We are extremely grateful to everyone who took part in the consultation and provided feedback.

CHA applies for Tenant Grant Fund to help tenants in arrears because of Covid-19

The Scottish Government has provided a fund of £10 million to assist private and social rented tenants who have built up arrears due to Covid-19 pandemic.

The aim of the grant funding is to help prevent homelessness and encourage tenancy sustainment by directly reducing, alleviating or paying off rent arrears which were caused by the Covid-19 pandemic and related restrictions.

We have successfully applied to the Fund for £11 254.30 of grant to help nine of our tenants and their families who were directly affected by the pandemic and who got into arrears as a result. The payments were used to credit the tenant's rent accounts and stopped eviction action being taken.



Works complete

This year has seen some real challenges when it comes to delivering reactive and planned repairs. Material costs have increased significantly due to a number of supply chain issues caused by lockdown and Brexit.

A number of our contractors have also reported significant issues recruiting tradesmen and staff shortages due to the requirement to isolate.

Despite the many challenges we have managed to:

- Install 99 new heating systems in tenant's homes
- Carry out gas servicing to 300 tenant's homes
- Carried out electrical safety checks in 126 tenant's homes
- Install 742 heat & smoke detectors in all our tenants' homes
- Carried out 26 medical adaptations for tenants who needed help to stay in their homes.



Fire Safety Contract - update



As many of you will be aware, new Health and Safety regulations relating to smoke detectors came into force in February 2022.

We want to thank all our tenants who allowed our contractor access and arranged appointments for this important work to be carried out.

You have all played a role in ensuring the safety of those within your home, and all in the immediate vicinity.

Air Source Heat Pumps

We have now fitted air source heat pumps (ASHP) in almost 100 of our tenants' homes.

For the system to work effectively, it should be always kept on. This is because it is designed to run 24 hours a day, but only provide heating when necessary as it reacts to the outside temperature. So, although it is always switched on, it only operates when the outside temperature drops below the thermostat setting.

Do you have any questions about your Air Source Heat Pump?

If you have had an ASHP fitted recently and require further information on how to operate the system, then please:

- call us on 01555 665316 (option 1)
- Further information can also be found by watching the ASHP user video <https://www.youtube.com/watch?v=h6VpATOHbFU>



Tenant's Right to Repair scheme

For small urgent repairs

Under the Housing (Scotland) Act 2001, Scottish secure tenants and short Scottish secure tenants have the right to have small urgent repairs carried out by their landlord within a given timescale.

When you report a repair, we will advise you if your repair qualifies and the maximum timescale we must complete your repair within. We may need to inspect your property first to see if your repair qualifies.

A list of repairs and timescales is provided below. If these repairs are not started within the timescales provided in the scheme, you have the right to contact us to ask for the alternative contractor.

1 day

- Blocked flue to open fire or boiler
- Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house
- Blocked sink, bath or drain
- Loss of electric power
- Partial loss of electric power
- Insecure external window, door or lock
- Unsafe access to path or step
- Significant leaks or flooding from water or heating pipes, tanks, cisterns
- Loss or partial loss of gas supply
- Loss or partial loss of space or water heating where no alternative is available
- Toilet not flushing where there is no other toilet in the house
- Unsafe power or lighting socket or electrical fitting
- Loss of water supply

3 days

- Partial loss of water supply
- Loose or detached banister or handrail
- Unsafe timber flooring or stair treads

7 days

- Mechanical extractor fan in internal kitchen or bathroom not working



Should you request this, or should the alternative contractor fail to complete the repair within timescale you may be entitled to compensation. The compensation only applies to jobs included in the Right to Repair scheme. You do not need to make a claim for this compensation we will pay this automatically to you. If the repair is not started by the target date you may be entitled to £15 compensation with a further £3 for each working day beyond target until the repair is completed. The maximum compensation claim is £100 in any claim.

For more information contact our Technical Services team on 01555 665316.



Sometimes, we have a need to talk over what is on our mind, tell our story or tell someone how we are feeling. At these times, it is important to know that the person who listens to us will not judge us or interrupt us but will value and respect us and treat everything we say in strict confidence.

Listening gives the speaker time and space to explore and express their thoughts and feelings and empowers them to reach their own conclusions, make decisions and hopefully move forward.

Listening is not counselling; no advice is given; interpretations and assumptions are not made.

Currently we offer:

- **Face to Face listening sessions on Thursday mornings between 10.00am and 11.30am in a safe, confidential space within St John's Church building (Hamilton Street, Carluke)**
- **Telephone listening sessions**
- **Zoom video listening sessions**

To find out more or make an appointment:

- Call or text: **07434 843518**
- Email: **Carlukelisteners@outlook.com**

There is no charge for this service.

All our Listeners are fully trained and supervised.



Well done, Colin!



Colin McInnes, a CHA tenant from Carluke, has have been recognised for his charity work by Prime Minister, Boris Johnson.

Colin received the Points of Light award, which is bestowed on outstanding individual volunteers, for his exceptional charity work with Homeless Project Scotland.

Colin and CHA member Fraser Riddell founded the Homeless Project Scotland in 2019, and each year since have provided over 130,000 meals to homeless and vulnerable individuals in Glasgow, Edinburgh, and South and North Lanarkshire.

The Staff and Committee of CHA would like to congratulate Colin and Fraser for receiving this prestigious award and thank them for their outstanding work providing meals and support for the homeless and vulnerable people in Scotland.

You can find out more about the work carried out by the Homeless Project Scotland at homelessprojectscotland.org



COME TO OUR
BELATED
75TH ANNIVERSARY

**V.E.
DAY**

IN
**GREYFRIARS
CHURCH HALL**

**SAT. 14TH MAY
2022
FROM
2 PM TO 4 PM**

ENTRANCE FEE: £3.00

**PROCEEDS TO:-
BLIND VETERANS, ERSKINE HOSPITAL**

**ENJOY A CUP OF TEA
& HOME BAKING
WITH ENTERTAINMENT
ALL VERY WELCOME**



TSB
pop-ups.



TSB customer? Pop in for a chat.

Come and meet your local TSB Mobile Money Confidence Expert. Remember, we don't handle any cash at our pop-ups.

You can now visit a TSB pop-up every Wednesday here at CHA Community Hub in Lanark, from 9:30am-4:30pm. If you need help managing your money, you can meet with one of their Mobile Money Confidence Experts for a chat about your everyday banking needs. Find out more at tsb.co.uk/pop-up

Facebook - @tsbbankUK

Twitter - @TSB

LinkedIn - @tsbbank

Instagram - @tsbbank



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.



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.



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.

Having difficulty paying your rent?

We know that many people are facing new challenges just now, perhaps experiencing a drop in income and having to negotiate the benefits systems for the first time.

We are here to help and it is important that if you are worried about paying your rent that you do not delay in contacting us.

We will work with you to make realistic repayment arrangements and can arrange support and advice where necessary. If you have had a change of circumstance please get in touch by contacting your Housing Officer on 01555 665316.





Office closure details

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

This year we will close for the Easter break from 5pm on Thursday 14th April 2022 and will reopen on Tuesday 19th April 2022 at 9am

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

If you smell gas or suspect a carbon monoxide leak call the National Grid on - 0800 111 999 (Deaf and deafened people using a textphone (Minicom) should dial 0800 371 787 in an emergency)

Out-of-hours emergencies

If you have an emergency repair and need to report it when the office is closed please call: **01555 435944**

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!!



HAPPY TO TRANSLATE

Getting in touch...

39 North Vennel, Lanark ML11 7PT

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 - 5.00pm

Friday 9.00am - 4.00pm

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