

SPRING 2023 ISSUE

NEWSLETTER

News from Clydesdale Housing Association



Hub Opening

A morning of celebrations took place on Monday the 27th March 2023 to mark the official opening of CHA's Community Hub.

MSP Màiri McAllan conducted the official opening ceremony. She said: *"It was an honour to help officially open the Clydesdale Housing Association Community Hub in Lanark."*

I have no doubt this will be a fantastic base from which the dedicated team at CHA can continue the hard work they do for their tenants throughout Clydesdale.

Equally, the building will serve a wider purpose as a community hub. With somewhere to gather and spend time together, 'people' become a 'community'. This is needed now more than ever and I'm delighted that Clydesdale has gained this fantastic resource.

Therefore, on a beautiful Spring morning, as sunlight flooded through the architecturally designed windows, it was my privilege to officially open the CHA Community Hub and I wish the whole team every success for the future."

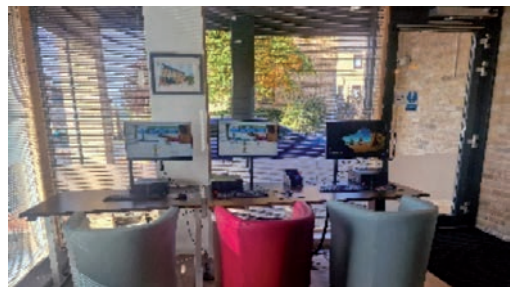
The Hub provides a focal point and facilities to encourage greater local community activity and bring tenants, residents, and smaller organisations together to improve the quality of life in Lanark and surrounding areas.

Boardroom



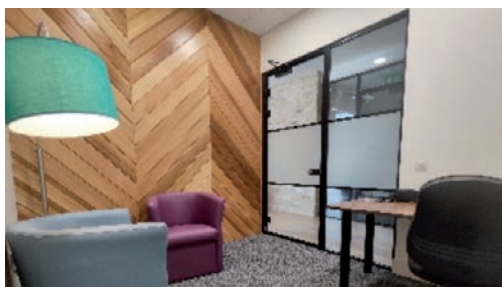
Multi-Purpose Space (with presentation and video conferencing equipment);

Free internet access



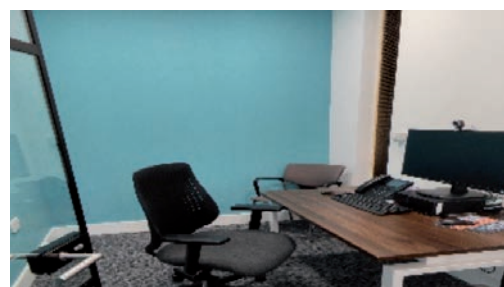
3 computers with free high-speed broadband access for public use;

Consultation room



Confidential meeting rooms suitable for meetings involving up to 4 people

Interview room



Confidential meeting rooms suitable for meetings involving up to 3 people

We thank the following funders for their contribution towards making the CHA Community Hub possible:



Lanarkshire Leader -
£176,784 building grant



FCC Communities Foundation
– £11,281 furniture grant



South Lanarkshire Renewable
Energy Fund - £6,503
computer equipment grant

Health Secretary visits Clydesdale Housing Association

Recently appointed First Minister Humza Yousaf (then Secretary for Health and Social Care) and Mairi McAllan, Minister for Environment, Biodiversity and Land Reform made a joint Ministerial visit to Lanark-based Clydesdale Housing Association this week.

Mr Yousaf and Ms McAllan toured the CHA Community Hub and learned about the supporting role the Association plays in the rural community - partnerships with the local food bank and a furniture initiative, weekly energy advice surgeries, National Lottery funded rechargeable heat pads for elderly tenants and the distribution of Scottish Government-funded energy vouchers to all tenants.

In a meeting with Maggie Botham, Chair of Clydesdale Housing Association and Chief Executive, Joe Gorman, the Ministers also heard about more groups that regularly use the CHA Community Hub to deliver activities such as befriending, a humour club, a ukulele club, English speaking classes, tenants' group meetings, parent and toddler sessions as well as a knitting group.

Mr Yousaf took time to speak with the Association's staff members on issues relating to fuel poverty, investment in heating solutions, dampness and mould, medical adaptation funding and the need to increase the supply for more new social housing in rural areas. The Health Minister was quick to acknowledge the fundamental role played by quality housing in delivering health and wellbeing outcomes for

people. He praised the great work Clydesdale Housing Association does for its tenants and the wider rural community.

"We were delighted that Humza Yousaf and Mairi McAllan took time to visit Clydesdale Housing Association and the CHA Community Hub. It was a great opportunity to showcase our important work and the fantastic facilities offered at the Hub. Mr Yousaf was keen to hear about our activities and the challenges we face in delivering quality homes and services in the rural setting. We are looking forward to 27 March when Mairi McAllan will officially open the Hub."

Mairi McAllan MSP said, "I was delighted to welcome Humza Yousaf MSP to Lanark and to Clydesdale Housing Association. Most of all I was so proud to have the brilliant CHA team tell the Glasgow MSP, Health Secretary and candidate to be Scotland's next First Minister, about all the brilliant work they've been doing in Clydesdale - especially in recent, difficult times.

In joining me in Lanark and as part of his campaign to succeed Nicola Sturgeon, Humza launched his 'Rural Housing Pledge'. His plan, among other things, would see unused properties brought back into use by local tradespeople, and made available for key workers and those requiring homes in rural areas. I think this could be a great move in rural communities like Clydesdale and I was glad he was able to discuss rural housing more generally with CHA."



Pictured (left to right): Mairi McAllan MSP, Humza Yousaf MSP, Maggie Botham, Chairperson and Joe Gorman, Chief Executive.

TENANT SATISFACTION SURVEY

What did we do?

- Clydesdale Housing Association commissioned Research Resource to carry out a tenant satisfaction survey.

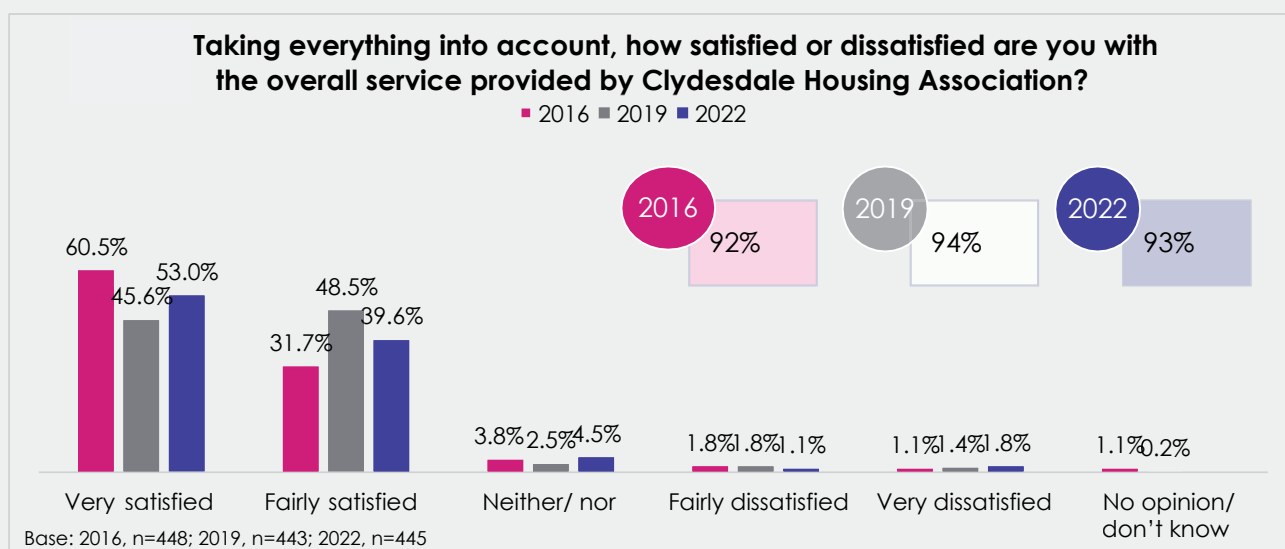
445 interviews were carried out with Clydesdale tenants, a 59% response rate.

Interviews were carried out between 16th of November and the 6th December 2022.

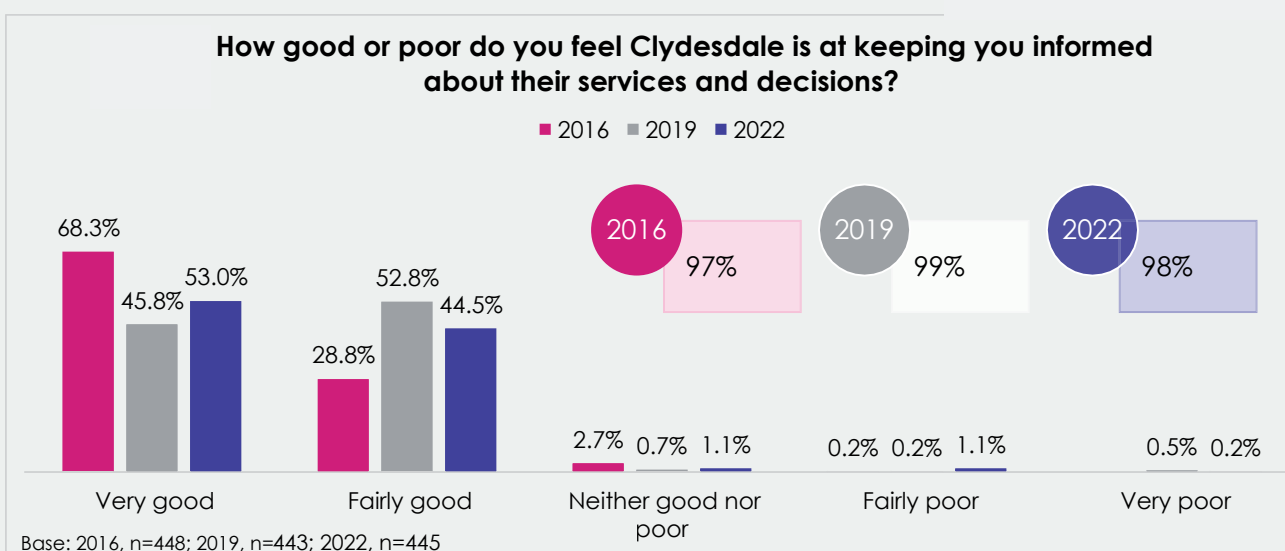
Analysis of the participant profile shows that the survey sample is representative by geography and has a good spread across age groups.

This provides robust (+/-3%) and representative data upon which you can be confident about making decisions.

Overall satisfaction

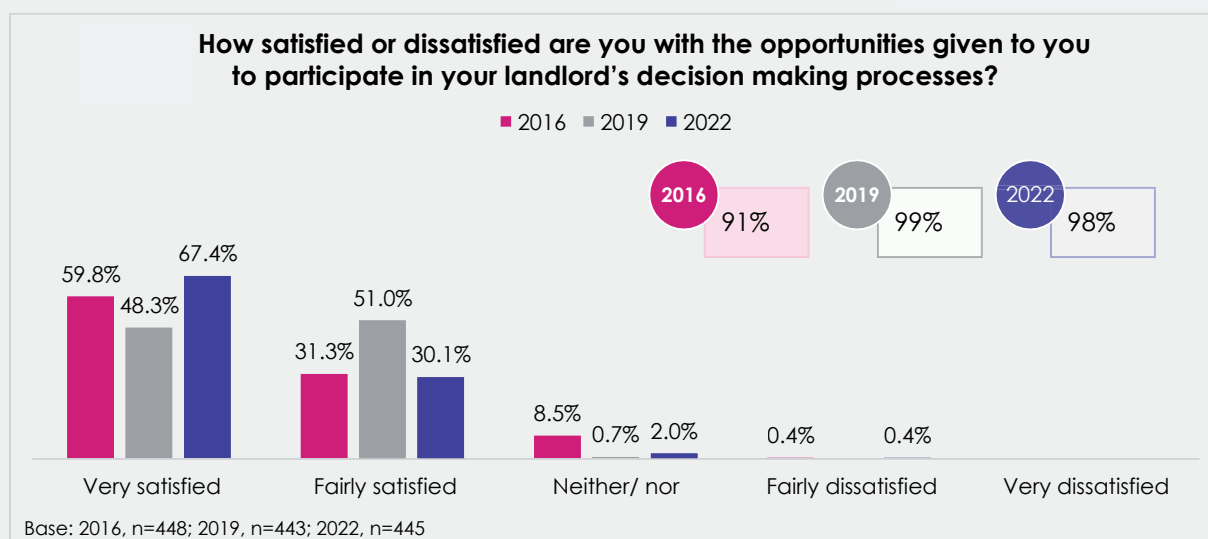


Keeping tenants informed

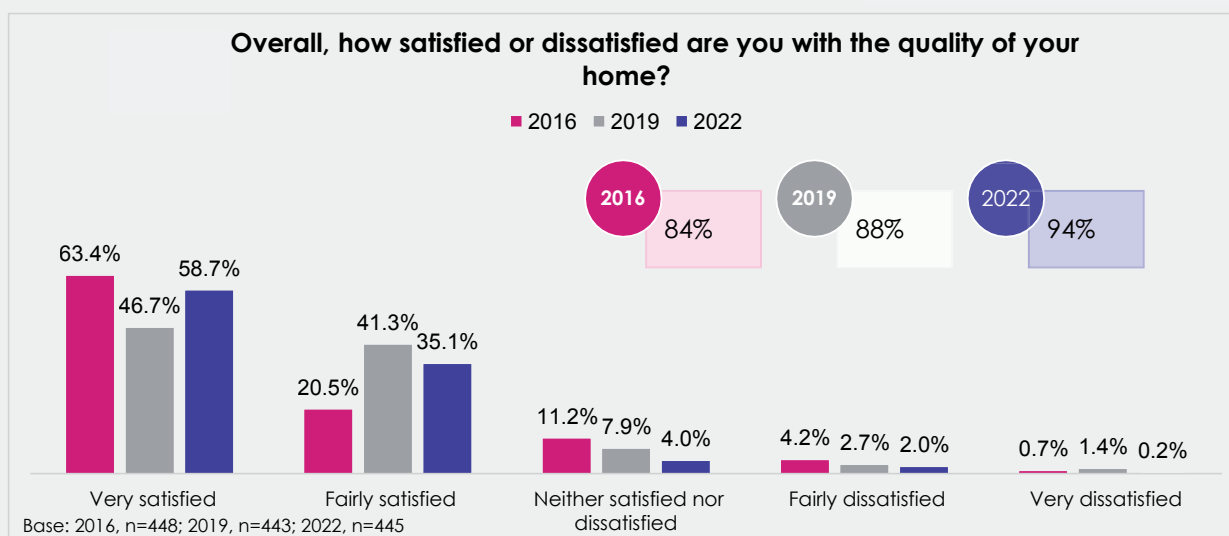


- THE RESULTS ARE IN

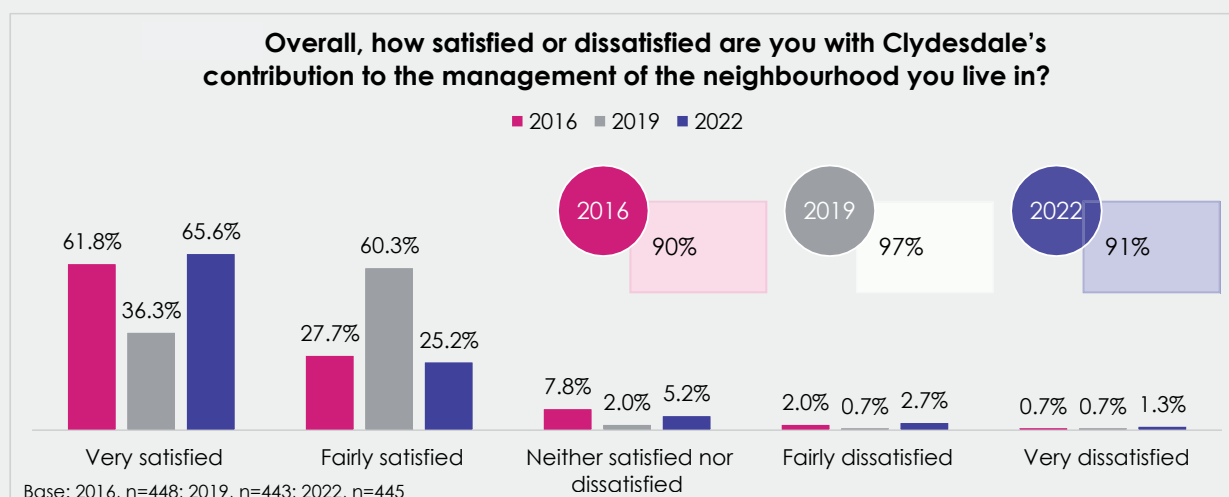
Opportunities to participate



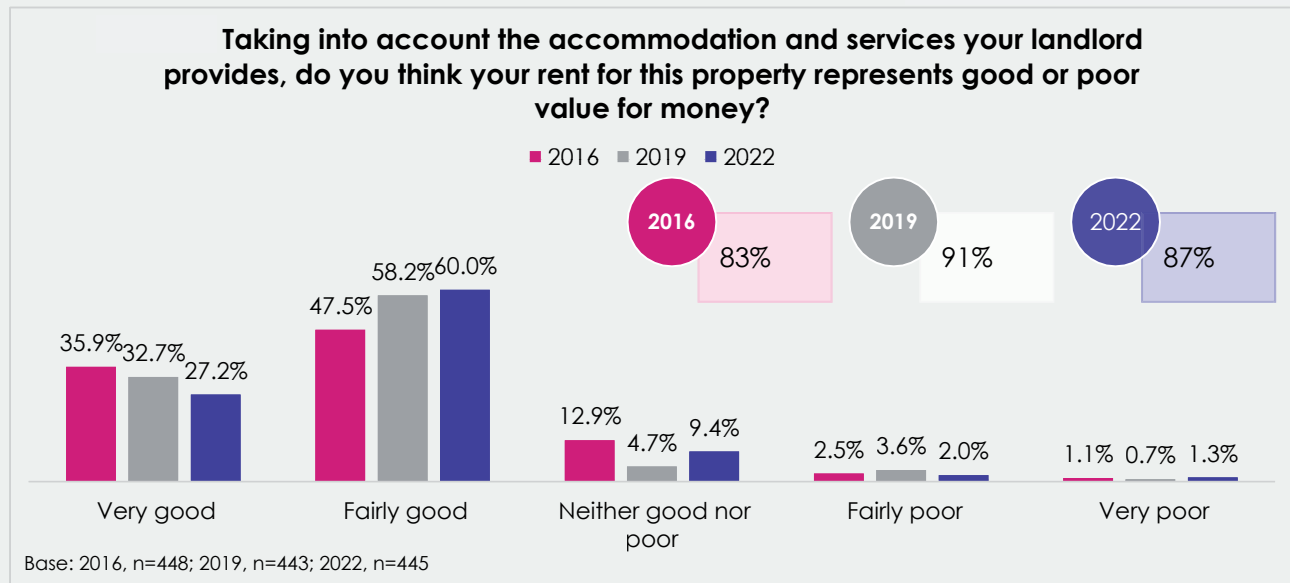
Quality of the home



Contribution to management of the neighbourhood



Value for money



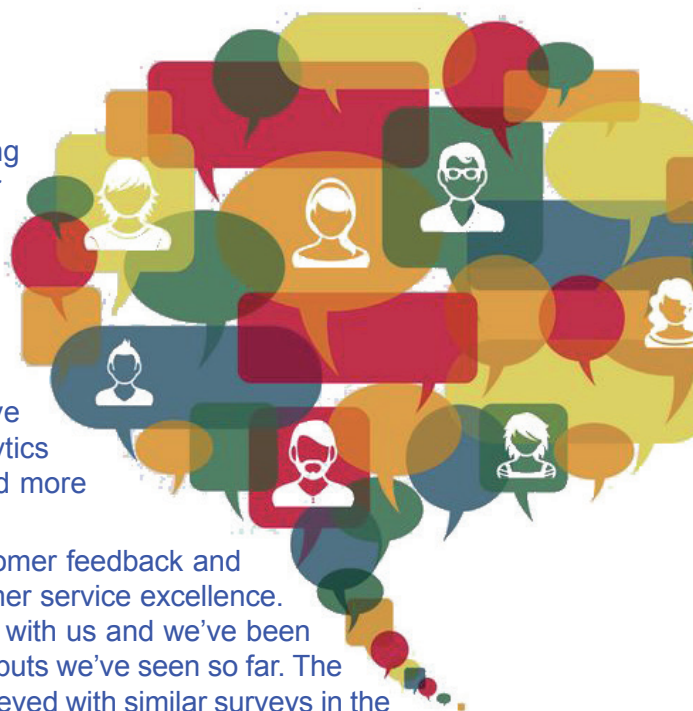
We are Improving feedback and engagement

An innovative digital tenant engagement platform is allowing tenants to play an even greater role in the development of their landlord's services.

We have seen record levels of customer participation and engagement since adopting CX-Feedback from Glasgow-based Target Applications Ltd.

CX-Feedback is a real-time tenant feedback platform designed specifically for social housing providers. It uses inclusive delivery methods, artificial intelligence and advanced analytics to help social housing providers implement more efficient and more responsive feedback processes.

Vicky Rogers, our Interim Depute Chief Executive said, "Customer feedback and consultation is key to everything we do as we strive for customer service excellence. CX-Feedback allows our tenants to quickly and easily engage with us and we've been really impressed with the tenant response rates and quality outputs we've seen so far. The response rates to date have been much higher than we've achieved with similar surveys in the past, plus it's faster and more cost-effective which means we can offer better service and value for money to our tenants."



Rent Affordability

Rent affordability is about the ability of an individual to pay the rent we charge, and we are very much focused on charging rents which tenants can afford. We need to achieve this whilst raising enough income from rents to fund services and the investment needed to protect the quality of your homes.

When we review rent levels, we use a recommended industry tool developed by the Scottish Federation of Housing Associations to check the affordability of our rent charges for a range of household types. We appreciate that every tenants' circumstances and household budgets are different however, this tool provides us with a strong indication of how affordable our rent charges are.

Clydesdale Housing Association has always taken care to keep rent levels as low and affordable as possible. We have a strong track record in this and our rent levels compare very well to the other rural housing associations and Scottish average rents.

In our recent Tenant Satisfaction Survey we were told that:

- 13.5% of tenants said they occasionally have difficulty affording to pay their rent but 2.4% always have difficulty.
- 50% of tenants said they can just about afford the cost of their fuel bills, 26% said that they found it affordable and 24% said they found it difficult to afford (electric and payment card/ meters experience greater problems)

Tenants told us their greatest financial concern is fuel bills.

	1 bedroom	2 bed-rooms	3 bed-rooms	4 bed-rooms	All house sizes
Clydesdale Housing Association	£79.24	£84.82	£92.96	£110.08	£85.28
Average of rural associations	£82.10	£88.08	£97.35	£107.99	£90.47
Scottish Average	£82.59	£91.98	£99.87	£110.20	£91.25

Source: Scottish Housing Regulator statistical data for 2021/22 (published August 2022)

Social Housing Fuel Support Fund



For a third year running CHA has secured further funding from the Scottish Government and Scottish Federation of Housing Associations to support tenants with their energy bills.

The fund ensures we can continue to support our tenants with rising energy costs until the end of March 2023.

We have helped our tenants' access more than £540 worth of direct financial support over the past three years.

Our Interim Depute Chief Executive Vicky Rogers said "We are delighted to have been able to help so many of CHA's tenants access this emergency funding. "This emergency funding was available for a short time and it was only thanks to the hard work of many people at CHA and the Wise Group that we were able to get help for our tenants.

"What we're currently seeing is a perfect storm, with energy costs rising against a backdrop of squeezed household incomes. Whilst this fund is now closed, I would urge any CHA tenants who are struggling with their finances for any reason to get in touch to find out about the help and support available."

As well as energy advice CHA can also provide tenancy support, help managing money and assistance to claim welfare benefits.

The Social Housing Fuel Support Fund was delivered through the Scottish Federation of Housing Associations (SFHA) and Housing Associations' Charitable Trust (HACT).

Free Heat Pad For Tenants 67 and Over

The National Lottery Community Fund has generously awarded us funding to provide Infrared Heat-Pads to tenants who are 67 years of age and older. We hope this will be a practical gift to help tenants in the colder months. The heat pads are manufactured by 'Feel the Warmth Scotland' who are based in Carluke. The heat pads were posted out to tenants in January.



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 supply chain issues caused by lockdown and Brexit.

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

Despite the many challenges we:

- Worked with UTS who acquired grant funding for us to allow us to upgrade 31 homes in total in Rigside and Kirkmuirhill.
- Upgraded old wet electric systems to Air Source Heat Pump with Solar PV's and Battery. Majority of tenants have reported savings already – some up to as much as halved
- Carry out gas servicing to 300 tenant's homes
- Carried out electrical safety checks in 220 tenant's homes
- Carried out 36 medical adaptations for tenants who needed help to stay in their homes.



Rent Freeze Plans for Housing Associations Cancelled

In 2022 the Scottish Government introduced legislation that provided an option for the Government to freeze or cap social housing rents as well as rents in the private rented sector beyond 31 March 2023.

Following detailed engagement with housing associations across the country, a decision not to extend the rent freeze beyond 31 March for the social housing sector was announced in January 2023.

This announcement was welcomed by Clydesdale Housing Association's Management Committee. Maggie Botham, Chairperson commented, "The Scottish Government's decision not to extend the rent freeze beyond 31 March 2023 is welcomed by CHA. Maintaining the independence of decision-making on rents is vitally important. Our strong track record on engaging with tenants on rent levels and all other aspects of our services is something we value and will continue to work hard on. Our rent levels are among the lowest within our sector and compare well on recognised affordability measures. CHA's recent tenant satisfaction survey delivered very positive results – these show that we have continued to deliver excellent services and quality homes during the most challenging circumstances we have ever faced."

7.5% Rent Increase Decision

Our consultation with tenants over December 2022 and January 2023 provided background on the growing financial challenges facing the Association. Despite a January 2023 inflation rate of 10.1%, many of our main costs are growing at levels that are twice as high:

- Repairs - 20% increase
- Planned maintenance contracts – 25% increase
- Insurance premiums – 20% increase
- Office energy – 99% increase on electricity & 30% on gas
- Computer maintenance – 20% increase

Despite excellent financial planning to this point, the above unexpected pressures showed us that a rent freeze option would result in the Association running out of money within just a few years. We decided not to present a rent freeze option because of this.

We asked tenants for feedback on three rent increase options: 5%, 7.5% and 10%. 233 tenants participated in the consultation this year (94 returned the form we provided and 139 used our new online method). Tenants provided feedback that showed around 77% preferred a 5% increase, whilst around 22% thought 7.5% more was the way forward. Details of the feedback are presented below:

Tenants who preferred 5%	Tenants who preferred 7.5%	Tenants who preferred 10%	Tenants who preferred a freeze
180	29	23	1
77.3%	12.4%	9.9%	0.4%

Our Management Committee met on 8 February to discuss the consultation feedback, the Association's financial position and future financial forecasts. The Committee decided to increase rents by 7.5% for 2023/2024. This still represents a below inflation increase – inflation stood at 10.1% in January 2023.

In making this decision, our Management Committee sought to balance the affordability of tenants' rent levels with the need to ensure the Association stays financially viable – so that we can meet our obligations on the quality of services and homes we provide.

Inflation forecasts predict that the growth in prices will slow down over 2023/24, but they will still increase in real terms. The much higher

actual rate that our costs are increasing at (as outlined above) shows no signs of slowing down. So Committee concluded that the Association needed to generate more income to meet our costs.

Our Committee found that our rent levels had been consistently affordable – based on tenant feedback and an accepted industry measure of affordability. They also found that we have a strong track record in keeping rents as low as possible – during 2021/22 and 2022/23 rents were increased at levels that were below the rate of inflation. Our rent levels also compare well with other rural housing associations and Scottish average rents:

	1 bedroom	2 bedrooms	3 bedrooms	4 bedrooms	All house sizes
Clydesdale Housing Association	£79.24	£84.82	£92.96	£110.08	£85.28
Average of rural associations	£82.10	£88.08	£97.35	£107.99	£90.47
Scottish Average	£82.59	£91.98	£99.87	£110.20	£91.25

Source: Scottish Housing Regulator statistical data for 2021/22 (published August 2022)

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We hope that tenants will understand that this decision to increase rents has been taken with the best interests of tenants at heart. The Committee agreed that increasing rents by 7.5% would help to protect the Association from the financial risks that exist and a level of uncertainty in the economy. By generating enough income to meet our costs, we will protect services and be able to invest in maintaining the quality of tenants' homes.

We understand that our decision may create additional pressure on some tenants' household budgets. We will continue to seek out grant funding for tenants to support them with energy bills and any other funding that may become available. As always, our staff are available to support anyone who is or expects

to experience difficulties in being able to afford their rent payment obligations. We offer welfare benefits advice, budget mentoring and can also signpost tenants to more expert support.

Please contact us on 01555 665316 or mail@clydesdale-housing.org.uk if you need to discuss anything related to your tenancy.



Keeping your home safe

Our Technical Services Team are working hard to ensure your homes are safe and that we are meeting our obligations according to the law and all housing regulations for landlords.



Electrical Safety

CHA also has a responsibility to carry out basic safety checks to ensure electrical installations work safely. The law requires us to ensure the installations in our homes are safe when a tenant moves in.

You should never try to carry out your own electrical repairs and always let us know if you suspect an electrical problem in your home.

During your tenancy we may also carry out a periodic electrical inspection. These are recommended to take place every 5 years to make sure there is no deterioration due to damage, wear and tear or other environmental factors such as overloading or corrosion.

Gas Safety

As your landlord, we're responsible for making sure any gas appliances and pipework in your home are safe and working normally. So, we carry out annual gas safety checks in all of our properties with a gas supply. The law also applies to you in ensuring that you allow us access to your home to carry out the annual Gas Service Inspection.

To ensure we meet our obligations, we programme gas servicing every 10 months. This allows time for any replacement parts that might be needed and to work around your availability.



Help us keep you safe by allowing access to your home promptly.

When your next safety check is due, our contractor will send you a letter with an appointment date and time. Please use the contact details on the letter to inform the contractor if this date/time is not convenient for you so that the appointment can be rearranged. Failure to comply with the gas safety appointment could result in legal action being taken against you/your tenancy.

On completion of the Gas Service, we'll provide you with a copy of the relevant certificate within 28 days so you too have assurance that your gas appliances are safe to use.

Asbestos safety

The use of asbestos was banned in the UK in 1999, however, a lot of our housing was built or refurbished before this time and some properties may contain asbestos materials. Products containing asbestos can look the same as those that do not, so you should always be careful.

In line with legislation and Health and Safety Executive's guidance, it is our policy to leave asbestos containing materials that are in good condition in place. We ask our contractors to assess homes for asbestos during improvement or alteration work, and will tell you about any possible risks.

CHA operates an asbestos management system which allows us to monitor and manage the presence of asbestos containing materials within our housing stock. This system is reviewed regularly to ensure our contractors' and tenants' safety. We will make sure that any material containing asbestos is kept in a safe condition. If we need to remove any material containing asbestos from your home, we will use a specialist contractor.

The asbestos found in houses presents a low risk and is unlikely to harm your health. It is important to remember that as long as asbestos containing materials are in good condition, they do not pose a significant risk to health.

Other safety inspections and servicing requirements exist for services such as:

- Fire alarms and emergency lighting systems
- Water Hygiene and the prevention of legionella

It's important you allow access whenever asked so we can identify any potential risk to your home and your safety.

If you have any queries about gas or other safety inspections, you can call our Technical Services Team on 01555 665316 option 1.



The risk of contracting legionella in the domestic home is minimal and most protection from legionella has to be undertaken by people actually living in the home and using the water systems. There are some simple steps that you must take to help protect you and those in your home:

1. You have to turn your shower on and run it for a few minutes at least once a week, preferably more often than this, to flush out stale water.
2. You have to make sure that you dismantle, scrub and de-scale your showerheads and shower hoses at least once every 3 months or earlier if scaling is evident. This is easily done by removing the shower hose and head and leaving it soaking for half an hour in white vinegar then scrubbing off any deposits. You should then rinse it in warm water to wash off the vinegar.
3. If you have a spa type bath you have to make sure you clean it with appropriate approved chemicals at least once weekly.
4. You should make sure that you run water through all the hot and cold water taps throughout your home on at least a weekly basis.
5. Temperatures above 60°C will kill Legionella bacteria so make sure that the temperature of the hot water in your boiler/cylinder is set at a minimum of 60°C. Beware of burns and scalding and take extra care if you have children. Legionella can survive in low temperatures, but thrive at temperatures between 20°C and 45°C.

These are very simple steps to help protect you in your home and minimise any exposure risk. These precautions are even more important if you are over 50 years of age or suffer from ill health. If you would like more advice on this matter please contact a member of staff at our office to discuss.

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/](http://www.clydesdale-housing.org.uk/wp-content/uploads/2018/07/Fair-Processing-Notice.pdf)

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.

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.

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.

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.



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.

How do I tell DWP my rent has increased?

You can tell DWP your rent has increased by logging into your online Universal Credit on from the 28th March and checking your "To do list" Click on the "Confirm your housing costs" message from DWP.

You will be asked the following:

- Has your rent changed? - You should select "Yes"
- Did your Housing cost change on 28th March? – You should select "Yes"

You will then be shown your current rent details and asked the following questions:

- Are you still charged monthly for your rent? - You should select "Yes"
- How much is your new rent? – You should enter your new monthly rent amount; you can

find your new rent amount on your recent rent increase letter.

Once you have completed all of the required information you will see a summary of your answers. If you have made a mistake, you can go back and change your answers. If you are happy with the information you provided, select "confirm" to complete your "To-Do"

If you are not sure how much your rent will be on 28th March 2023, please contact the office on 01555 665316.

If you do not have an online Universal Credit account, you can tell DWP about your rent increase by calling the Universal Credit Helpline on 0800 328 5644, open Monday to Friday 8am to 6pm.



Being a good neighbour isn't hard. By adhering to a few, simple actions, everyone can be happy! A little consideration goes a long way.

Here is a reminder of small things you should do that will be key in helping to keep everyone happy – and help the environment

Dog poo – pick it up.

It is an offence to not clean up immediately after your dog in any open public space. Dog fouling is unsightly and is a potential health hazard. If your dog fouls on any public open space including footpaths or grass areas and you fail to clean it up you could be fined £80.

Wheelie Bins - Put them back after they have been emptied

Make sure your bins are returned to the back garden or the designated area. If your bin is stolen then you will have to contact South Lanarkshire Council for a replacement

Large items for uplift – Call for an uplift

If you can keep the item inside until the uplift date. If you can't keep the item, inside make sure it is stacked neatly and does obstruct footpaths or communal bin areas.

Re-cycle - What you can recycle and how

Household waste can be reduced, re-used, recycled, recovered and disposed of in different ways. Check out South Lanarkshire's website for further details.

https://www.southlanarkshire.gov.uk/info/200135/bins_recycling_and_uplifts

Look after your garden

Spring is just around the corner and with that comes better weather and lighter nights.

This will also mean people will be able to spend more time out and about in their community and enjoy sitting in their gardens and communal areas.

We would like to remind all tenants of their responsibility to maintain gardens in a good condition with grass kept short, hedges trimmed, and weeds removed.

Depending on your circumstances, help with garden maintenance may be available from South Lanarkshire Council Care of Garden Scheme.

For further information on the scheme please visit South Lanarkshire Council at:

https://www.southlanarkshire.gov.uk/info/200197/owning_your_own_home/1756/care_of_gardens_scheme/2



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 in a safe, confidential space within St John's Church building (Hamilton Street, Carluke). Drop-in sessions are available every Thursday morning between 10.00am and 11.30am. Appointments can be arranged at other times.
- Telephone listening sessions
- Zoom video listening sessions
- In exceptional circumstances a 'Listening at Home Service' is available

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.



Embracing Diversity and Promoting Equality

We are committed to ensuring that every tenant and other customers have their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services

We aim to make it as easy as possible for you to access information about us and the services we provide. Our newsletter, policies and letters are available in various formats, such as large print, audio or Braille - please let us know if you would like us to arrange this for you. As members of Happy to Translate, we can offer interpreting and translation services where necessary.

Our office can be accessed by wheelchair users and we also have induction loop technology in our office to help customers who may have a hearing impairment.

We do our best to help our tenants stay in their homes. If you are having difficulties living in your home, you may be able to have the property adapted to suit your individual needs. Examples of medical adaptations include fitting handrails in your home (or outside your home) or possibly replacing your bath with a level-access shower.

To find out if you are eligible, please contact the Social Work Department who will ask an Occupational Therapist to visit you to carry out an assessment. If the Occupational Therapist agrees that work is required, we will do this as soon as we can.



Good Luck Jane



The 16th December 22 was a special and a truly emotional day for all at CHA.

That was the day we marked the retirement of Jane Guthrie, a valued colleague but more importantly a real friend to us all.

Jane served CHA for over 30 years. Throughout that time she always put the wellbeing and best interests of our tenants first. She also made an incredible contribution to developing CHA into a top performer and a fantastic place to work. Jane's positivity is infectious and that will serve her well in all of the retirement activities she has planned.

All of us at CHA will miss Jane terribly, we wish her all the best in the years to come. May she enjoy them as only she knows how.

On the behalf of the staff and Management Committee of CHA, we thank Jane again for all her years of hard work and devotion to CHA and its tenants.

Staff changes

Jane's retirement has led to some staff changes at CHA,

Lisa Cochrane is now our Housing Manager and Vicky Rogers is now our Interim Depute Chief Executive.

We would like to wish Lisa and Vicky all the best in their new roles.

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 6th April 23
re-open on Tuesday 11th April 23**



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.



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