

*Clydesdale*  
HOUSING ASSOCIATION

SUMMER 2023 ISSUE

# NEWSLETTER

News from Clydesdale Housing Association



# What's going on at CH



*Friends*



*U3A Ukulele Club*



*Art Group*

Lanark Community Comfort Scheme



**YOU ARE WELCOME  
TO USE OUR TOILETS**



*U3A Committee meeting*

**Did I mention we have a Facebook page?**  
Visit "[www.facebook.com/clydesdalehub/](https://www.facebook.com/clydesdalehub/)"  
for more information!





# CHA's Community Hub

*TSB outreach service*



*English Language Group*



*U3A Book Club*

**FREE Knitting & Craft Group**  
1:00-2:30pm  
Tues 6<sup>th</sup> June, 20<sup>th</sup> June, 4<sup>th</sup> July, 18<sup>th</sup> July,  
1<sup>st</sup> August, 15<sup>th</sup> August

- Tea/Coffee & biscuits provided
- All equipment supplied or bring your own
- Beginners more than welcome
- Share your skills
- Try crystal card making or felting
- Friendly and warm environment



Venue:  
**Clydesdale Housing Association**  
39 North Vennel,  
Lanark ML11 7PT  
01555 665316

**Clydesdale**  
HOUSING ASSOCIATION

*Knitting & Craft Group*



*Toddlers group*

Please do not forget we would be more than happy to hear from anyone with any ideas as to further groups, clubs and or activities you would like to try out.

The Hub is a great space for ALL members of the community, and we would love to try and do our best to support new and exciting activities taking place from The Hub.....so please do not hesitate to get in touch or share your thoughts we would be delighted to hear from you.

For further information or to make a booking contact our Corporate Services Team on 01555 665316 or email us at [mail@clydesdale-housing.org.uk](mailto:mail@clydesdale-housing.org.uk)

# KEEPING YOU SAFE IN YOUR HOME

## What is Fire Safety?

The safety of our residents is a top priority for us, and we are committed to going above and beyond when it comes to fire safety in our buildings. Fire safety is everyone's responsibility, and it is important that we all work together to stay safe and help prevent fires.

We have an obligation to ensure that your home meets all relevant fire safety standards. We ensure that all our properties conform to rigorous fire safety standards, carrying out fire risk assessments.

### What does CHA do to ensure fire safety?

#### As your landlord, we:

- Regularly carry out fire risk assessments in our buildings that have communal or shared spaces.
- Test the emergency lighting regularly and check that fire doors are closing and exit routes are clear.
- Visit regularly to service and maintain all the equipment.
- Check fire doors regularly, as they help stop fire and smoke spreading through a building.
- Inspect our blocks regularly to make sure that escape routes are clear.
- Remove household and other flammable items from corridors or cupboards in communal hallways. As well as fuelling fires, these can block escape routes in an emergency.

#### In addition, for our tenants we:

- We will fit smoke detectors and heat detectors in your homes
- Tenants are responsible for checking and testing smoke detectors and heat detectors located inside their own properties
- We will arrange a convenient time with every tenant to gain access to their property to service any appropriate fire detection equipment.

### What do you need to do?

#### As a tenant, you are responsible for:

- Ensuring you are aware of the fire hazards in your home, and work to reduce the risk of fire.
- Making sure everyone in the household knows what to do in the unlikely event of a fire.
- Never having a barbecue on your balcony and ensure anything stored on the balcony is fireproof.
- Cleaning the filters in your cooker hood regularly to prevent any build-up of grease and oil that could catch fire.
- Reading any information, we send you about fire safety.
- Calling us on 01555 665316 if you spot any fire safety issues, such as faulty fire doors or emergency lights, or if you see rubbish or other items stored in communal areas.
- Testing your smoke and heat detectors every week. Your detectors are hard wired however they do have a battery backup in case of a power outage. If a detector starts bleeping, you need to change the battery immediately.



# KEEPING YOU SAFE IN YOUR HOME

## What is Gas Safety?



Many of our customers' homes will have gas central heating. If gas appliances are not checked and maintained then they can create a risk to safety.

For tenants, as your landlord, by law we must carry out an annual safety check on any gas fittings that we have installed in your home. This is part of our service to you. As a tenant, you also have responsibilities. It is important that you understand these.

### What do we do to keep gas appliances safe if you rent from us?

#### As your landlord, we:

- Ensure all installations, maintenance safety checks and annual gas servicing are carried out by a Gas Safe Registered installer.
- Complete a gas safety check and service on each relevant gas fitting/flue in your home every year.
- Check all appliances/flues before new tenants move in
- We will keep a record of each annual safety check and service.
- We will give you a copy of the Landlord's Gas Safety Record for your home on completion of the safety check.

If you have a pre-payment meter, it is important that there is credit on the meter for us to complete this check.

### What do you need to do to keep gas appliances safe?

- We will only maintain gas appliances that we install and provide. If you have appliances such as gas cookers that you provided yourself, you are responsible for ensuring these are working safely.
- It is essential that any checks you have done are completed by a Gas Safe engineer.
- In between annual gas safety checks, if you have any concerns about gas safety, please contact us as soon as possible on **01555 665316**.

## What is Electrical Safety?



As part of our service to you, we will carry out a full electrical safety check in your home.

As your landlord, we are required by law to ensure your home's electrical installation and wiring are safe when you move in and that they are in a safe condition throughout your tenancy.

#### We are required to ensure that the electrical installation in your home is:

- Safe when a tenancy begins.
- Maintained in a safe condition throughout the tenancy.

### What do we do to keep electrical installations safe?

#### As your landlord, we:

- Ensure all installations, maintenance safety checks and electrical servicing are carried out by a qualified electrician
- We will keep a record of all safety checks and services
- Complete an Electrical Installations Condition Report (EICR) check on your home every 5 years
- Check all electrical installations before a new tenant moves in

### How to keep safe from dangers of electricity

The main cause of electrical problems at home is the misuse of electrical equipment. Keep an eye on your appliances on a day-to-day basis. Immediately stop using anything that looks damaged.

#### As a tenant you can:

- Turn off electrical appliances when you have finished using them.
- Check cables - if anything looks worn or loose, do not use the item.
- Do not let the leads from your kettle, toaster, or other kitchen appliances trail across your cooker.
- If you see burn marks, sparks or your sockets feel hot, call us on 01555 665316 straight away and do not use them until we have checked them over.
- Test your smoke and heat alarms on a weekly basis.
- Never use a bulb with a higher wattage than the light fitting says is safe.
- Do not run the cables from your appliances under carpets or rugs.
- Never overload your sockets or adapters by plugging too many appliances into one place.
- If your fridge or fridge freezer is not a frost-free model - defrost it at least once a year.
- Do not leave your washing machine or tumble dryer on when you are out of the house or overnight. Make sure to regularly clean the filters on both appliances.
- Check that your microwaves, fridges, and freezers have enough space around them.
- Never use water to put out an electrical fire!

Visit Electrical Safety First for more help and advice, which includes an online socket calculator to check your sockets are safe and a Visual Checks App to help you ensure your home is electrically safe.



# KEEPING YOU SAFE IN YOUR HOME

## What is Asbestos?

Asbestos is a naturally-occurring mineral that was commonly used in many forms as a building material in the UK until the late 1990s. Asbestos was added to other products to strengthen them and provide fire-proofing and noise reduction. If your home was built before the year 2000, there is a possibility it may contain asbestos. When asbestos materials age or become damaged they may release fibres into the air. If breathed in, the fibres could lead to asbestos related diseases. These diseases are rare – lengthy exposure to high levels of asbestos is needed.

### Where is asbestos most likely to be found in a home?

Asbestos is most likely to be found in the following locations in and around the home:

- **Cold water tanks**
- **Pipe lagging**
- **Roof felt, sheets and tiles**
- **Textured coatings (such as artex)**
- **Fascia and soffit boards (such as roof overhangs)**
- **Toilet cisterns**
- **Wall panels**
- **Fuse boards**
- **Boiler/heater cupboard**
- **Floor tiles**
- **Rainwater guttering and downpipes**



### What are your responsibilities?

You will be responsible for the below (unless it is within a communal area).

1. Firstly, asbestos containing materials in good condition will not release asbestos fibres. There is no danger unless the fibres are released. Usually, no action is required on your part and you do not need to tell us if you think you have asbestos in your home.
2. Do not panic if you think you have asbestos containing material in your home – it is only an issue if it gets disturbed. We will not normally remove asbestos in your home, unless it is likely to be disturbed.
3. If you think you have damaged or disturbed asbestos in your home, you should contact us as soon as possible. If we need to remove asbestos containing material from your home, we will agree a plan with you for this.
4. Please take care to avoid damaging anything that may contain asbestos in your home or communal areas. Asbestos products should not be drilled, cut, or disturbed, scraped, or sanded.
5. Do not attempt to remove anything you think may contain asbestos. Only specialist contractors should attempt to remove asbestos from your home.

### What do we do to manage asbestos?

- We take health and safety of our tenants, employees, and contractors seriously and so we will survey the areas of our properties to check the condition of any asbestos materials we find as required by the Control of Asbestos Regulations.
- The only way to confirm that there is asbestos in a property is for a specialist to carry out such a survey and (possibly) take samples of the materials for testing.
- When we carry out asbestos surveys, not only do we confirm whether materials contain asbestos, we also confirm their condition. This information is kept on a register, which helps us to monitor asbestos and manage it safely.
- We will undertake asbestos surveys of your home where it is identified that we need to. This may be because you have told us about concerns with asbestos, or because one of our repair operatives identifies there may be asbestos present when they visit your home to complete a repair. This may cause a delay to your repair whilst we confirm everything is safe.
- Where necessary, we will remove any damaged or fragile material. It is not necessary to remove asbestos in good condition.
- We will only ever ask trained contractors to remove asbestos products in line with regulations.

# KEEPING YOU SAFE IN YOUR HOME

## What is Water Safety?

Having clean water in your home is vital for your health and wellbeing. Most household water systems contain some bacteria and other organisms which do not cause any problems. If the bacteria have the right conditions to multiply, they can cause people to become ill.

### What is legionnaire's disease?

Legionella is a bacterium which can grow in stored or stagnant water under certain conditions.

Legionnaires' disease is a form of pneumonia, caused by Legionella bacteria. It may be mild and flu-like, but can become more serious, and sometimes fatal. Early treatment with the correct antibiotics is effective in most cases with 400-500 cases reported in the UK each year, the disease is quite rare.

Legionnaires' disease comes from breathing in bacteria contained in small droplets of water, like spray from a shower or taps. It is not spread directly from person to person, and you cannot get it from drinking water.



### What are we doing to manage water safety?

Where water is stored or used in a communal area or shared property, we do the following:

- Carry out a Risk Assessment to identify and manage any potential risks – this is reviewed frequently.

### What can you do to eliminate the risk of legionella?

Legionella bacteria can be found in most water systems, but does not usually cause any problems. Mains supply water is treated by water companies, so contamination would have to occur between the water plant and your home.

*Here is how you can help to keep bacteria numbers low and prevent disease:*

- *If you are going to be away from your home for a week or more, make sure you run your taps when you get home, this will help to flush out excess bacteria.*
- *Keep all showerheads and taps clean and free from the build-up of limescale.*
- *Make sure any taps that are not normally used (such as outside taps) are flushed regularly.*
- *Keep hot water at a minimum temperature of 50°C but beware of the risk of scalding.*
- *Report any concerns to us on 01555 665316*

## Our obligations to you

Did you know that CHA has various statutory obligations which require us to regularly test and maintain certain components within your homes to ensure that these are operating effectively and do not pose a danger to you?

The works are undertaken as part of the cyclical maintenance progress, and these are namely

- |                                |                     |
|--------------------------------|---------------------|
| • Gas appliance testing        | • Fire Safety       |
| • Asbestos management          | • Electrical Safety |
| • Solid Fuel servicing         | • Legionella        |
| • Hot water cylinder servicing |                     |



Each of these has its own specific and detailed legal and regulatory framework with which detailed familiarity is essential to ensure compliance. CHA outsources all this work to competent contractors.

# Save the Date

## Clydesdale Housing Association AGM

Our Annual General Meeting this year will take place on Wednesday evening, 6th September 2023 at Lanark Memorial Hall.

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.

## Our Management Committee

Our Management Committee takes on the responsibility of running CHA's affairs, but also plays an important role in developing our various communities. It provides strategic leadership and monitors and evaluates the Association's business to achieve continued improvements for tenants and other stakeholders.

*Members of the Management Committee are expected to:*

- Have an interest in making our communities better places to live
- Keep up to date with Regulatory requirements and the legal framework surrounding housing
- Keep up to date with the local operating environment
- Attend training and keep knowledge current
- Prepare for meetings, attend, and contribute
- Make informed decisions
- Represent the organisation positively and effectively
- Respect the confidentiality of CHA's business
- Work effectively with CHA staff
- Annually complete a declaration of interest return

## New Committee Members

**Sharon Egan  
& John Lockhart**

*Casual members*

We are delighted to announce the recruitment of two new committee members. Sharon Egan & John Lockhart joined the committee in March 2023 as casual members.

Both Sharon & John have close ties to the community and will bring a wealth of experience and knowledge to contribute to the decision-making processes. We are pleased that they have accepted their appointments and know that they will represent the Association well and will contribute much to the community.








Our well-established systems enable us to carefully monitor and report on our performance to our regulators and other stakeholders including:

## ***Annual Return on the Charter***

The Scottish Social Housing Charter ('the Charter') was introduced in April 2012 and sets the standards and outcomes that CHA and all social landlords must aim to achieve for their tenants and other service users.

The SHR assesses if CHA is meeting the outcomes contained within the Charter, using a series of Charter indicators. In May each year CHA submits their Annual Return on the Charter (ARC) to the SHR which it uses to make its assessment. More details about these indicators and the SHR's online tool for landlords to submit ARC data - the Social Landlord Portal - are available on the SHR website.

You can find the videos here –

- # The Scottish Social Housing Charter
- 
- A stylized illustration on a blue background. A hand in a dark suit sleeve holds a small white house with a red roof and a red door. The hand also holds a large set of keys. In the top right corner, there is a small red ribbon graphic.
- November 2022
-  Scottish Government  
Riaghaidh na h-Alba



## Annual Assurance Statement

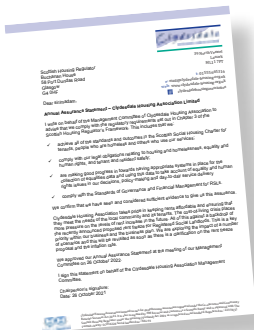
A new aspect of the Regulatory Framework which came into effect in April 2019 is the requirement for all social landlords to prepare an Annual Assurance Statement.

The Annual Assurance Statement requires landlords to state they are meeting regulatory requirements and that they are compliant with the relevant regulatory standards, legal requirements and statutory guidance relevant to the sector. Any areas of non-compliance should be highlighted, alongside actions being taken to address this.

A wide range of arrangements are in place to ensure that we meet our regulatory and statutory obligations and to provide members of the Committee with the assurance required.

Our most recent Annual Assurance Statement was approved by our Management Committee in October 2022. A copy is available to view on our website and the SHR's website

<https://www.housingregulator.gov.scot/landlord-performance>



## Engagement Plan

As part of their Regulatory Framework, the SHR publishes an Engagement Plan for all social landlords based on their Annual Return on the Charter (ARC submission).

This Engagement Plan identifies areas where the Regulator requires further information from a landlord and is updated in response to actions taken.

Our Engagement Plans are available to view on our website and the SHR's website



## Financial Management

At CHA we manage our resources to ensure our financial well-being, while maintaining rents at a level that our tenants can afford to pay.

Our Management Committee ensures that CHA provides accurate and timely statutory and regulatory financial returns to the SHR. The Management Committee assures itself that it has evidence from external sources, such as Internal and External auditors, that the data is accurate before signing it off.

CHA is also required to submit information on its financial position throughout the year to other agencies as listed below:

- the Office of the Scottish Charity Regulator • The Financial Conduct Authority
- The Pensions Trust
- Our Banks - quarterly and annual accounts



## Equality, Diversity, and Inclusion

CHA is committed to the principles of Equality, Diversity, and Inclusion; this goes to the heart of the common values shared by CHA. For us, this means:

- **equality** - every tenant and other customer has their individual needs recognized, is treated fairly and with respect, and receives fair access to housing and housing services
- **diversity** - respecting and valuing individual differences and unique characteristics, both in our organisation and in our communities
- **inclusion** - making sure our staff, tenants and other stakeholders feel comfortable being themselves and that they feel valued, respected, and heard

We do not discriminate against anyone on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation or any other protected characteristic. We aim to achieve fair outcomes for all which is reflected in our Equal Opportunities Policy.

A copy of our Equal Opportunities Policy is available to view online.



### 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 \(clydesdale-housing.org.uk\)](#) Scottish Housing Regulator Complaints and Significant Performance Failures**



## A message from our Housing Management Team

### Common areas

We know that most of our tenants keep their homes and gardens to a high standard and we thank you for that. Some regular complaints that we do receive though are around garden maintenance, storage of prams and toys and fly tipping. Whilst there are some things we can deal there are areas which fall out with our remit, anything you are not sure of though please contact us. We all want our gardens, and common areas to be clean and tidy but we need your help and cooperation to do this.

We employ contractors who carry out garden maintenance in our common areas throughout the year, for those who have their own designated garden, keeping it well maintained is a part of your tenancy agreement.

We recognise that this can be quite hard for some people though and whilst we cannot take on this responsibility for individual gardens if you are struggling, please contact us and we can support you to investigate what other help is out there.

Storage is a problem for us all in our day to day lives, this can be made harder when you live in a flat and share communal spaces. With the summer months upon us we know lots of people will be out with bikes, families will be out with prams and kids out with their toys. This is

also the perfect time of year for having that big clean and getting rid of things you do not want anymore.

We would just please remind everyone to be conscious of their neighbours and to keep common areas clear, not only does this help neighbour relationships but also blocking exits can pose a serious fire safety risk both to people trying to escape in the event of a fire and fire safety crews trying to gain access.

If you are disposing of items within your home, please familiarise yourself with South Lanarkshire Council's uplift service. Please ensure household items and rubbish are not discarded in gardens and common areas and that you arrange for these to be taken to your local recycling centre or arrange an uplift with South Lanarkshire Council or private company.

We are not responsible for clearing discarded items, fly tipping is a huge problem for many people and one that is extremely difficult for us to manage. If you are aware of people fly tipping, please do report this to us on 01555 665316.

[https://www.southlanarkshire.gov.uk/info/200155/uplifts/26/special\\_bulk\\_uplifts](https://www.southlanarkshire.gov.uk/info/200155/uplifts/26/special_bulk_uplifts).



### Common areas

We have carried out fire risk assessments throughout the common areas for your safety. In the event of a fire within flats, the common close is your preferred route to safely exit the building. Common themes that have been highlighted within the risk assessments include:

- Candles in closes
- Non fire rated curtains
- Personal belongings stored within closes that could act as a trip hazard or a source of fuel, blocking or impeding your escape
- Cigarette ends - can act as an ignition source
- Rubbish and refuse within close or stored against the building

#### Remember not to:

- Allow rubbish to block escape routes
- Store rubbish by doors, windows, or any other openings
- Store bins or sacks up against your home as fire can quickly spread to buildings
- Overfill your bin or leave rubbish around it
- Smoke in closes or in or around storage areas
- Leave cigarette ends in closes
- Use flammable materials in or around your property

**Report any fly-tipping direct to South Lanarkshire Council at**

[https://www.southlanarkshire.gov.uk/info/200233/street\\_care\\_and\\_cleaning](https://www.southlanarkshire.gov.uk/info/200233/street_care_and_cleaning)  
**or to the**

**National Dumb Dumpers Stop Line on 0845 2304090**

# SUMMER TIPS



**Nothing quite says summer like firing up the barbecue and cooking outdoors...**

**...but did you know that firefighters attend incidents every year where barbecues have got out-of-hand?**

**Whether you are in the garden or out camping, we have advice to barbecue safely and avoid injuries, damage to property:**

- Keep a bucket of water, sand, or a garden hose nearby for emergencies.
- Never leave a barbecue unattended.
- Avoid alcohol if you are in charge of a barbecue - it can affect your co-ordination and judgement.
- Make sure your barbecue site is flat and well away from sheds, fences, trees, shrubs, or garden waste.
- Keep children and pets away from the cooking area.
- Do not dispose of ashes from barbecues until they are cold to the touch. Hot ashes can melt a plastic wheelie bin and can also cause a fire.
- Never use petrol or paraffin to light your barbecue; use only recognised lighters or starter fuels on cold coals.
- Use enough charcoal to cover the base of the barbecue, but not more (normally around five centimetres or two inches).
- After cooking, make sure the barbecue is cool before moving it.

- Never take a portable barbecue - or lit charcoal - into an enclosed space like a close or your home.
- Make sure everyone knows how to put out clothing that is on fire – stop, drop and roll

## Do you have a gas barbecue?

- Take care when turning bottled gas barbecues on and off.
- Make sure the tap is turned off before changing the gas cylinder.
- After cooking, turn the gas supply off first and then the barbecue control. This will stop any gas from leaking.
- Make sure all joints are safely and securely tightened.
- Change gas cylinders outdoors or in a well-ventilated area
- Gas cylinders should be kept outside away from direct sunlight and frost. Never store petrol, diesel, or gas containers in the close or inside your home.
- Read the manufacturer's instructions about how to check for leaks in the cylinder or pipework, e.g. brushing soapy water around all joints and looking for bubbles.



## Hot Tubs and Spa Baths

Hot tubs and baths with water jets are high risk for becoming contaminated with legionella. Anyone who has one of the items must ensure that they follow the manufacturers instructions when it comes to maintenance. Please remember that you must apply for permission in writing before carrying out any alterations to your property, this includes changing your bath or having a permanently placed hot tub fitted in your back garden.

### How Do I Keep My Hot Tub Water Safe?

Again, it is important to follow manufacturers guidelines for your own hot tub. Some general advice on keeping a hot tub safe includes:

Maintain the water balance maintained to BISHTA standards: Chlorine or bromine levels at 2-4ppm for chlorine, or 3-6ppm for bromine. PH levels between 7.0 and 7.6

Check the water more often when the spa is being used more often or by a larger number of bathers.

Keep the spa clean and free from dirt and debris and check and clean the filters on a regular basis, remembering to dry the cartridges after cleaning. We recommend having 2 sets of filters; one in use and one drying after cleansing.

Always use good quality chemical products that are designed specifically for hot tubs.

# Your Rent

## Convenient ways to pay

There are various easy and convenient ways for you to pay

### All Pay



- Go to [www.allpay.net](http://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



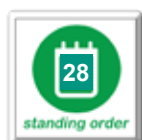
- You can call us on 01555 665316 or call us to arrange an appointment at our office at 39 North Vennel, Lanark and we will help you set up a direct debit

### 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.





# Feeling the SQUEEZE of the Cost-of-living crisis?



Citizens Advice Scotland's online financial self-help tools can help you boost income, cut costs, and make savings. Check out these tools below:



- **The Money Map** – This tool signposts to all the best websites that can help you access support to boost incomes, save money and cut the costs of daily living.  
[www.moneymap.scot](http://www.moneymap.scot)
- **Council Tax Savings Tool** – This tool assesses eligibility for council tax reductions, discounts and exemptions and signposts to where you can claim these savings.
- **Public Advice Site** – the debt and money pages on the CAS website are an invaluable source of help and are updated regularly.

The past few years have been a challenging time for people's finances, but you need not face the cost of-living crisis alone. You can self-help from these online tools but if you need to speak to someone then contact your local CAB office or call the Scottish Citizens Advice Helpline on **0800 028 1456**.

HM Government

Help for Households

## Are you over State Pension age, or know someone who is?

**Pension Credit** tops up pension income and can help with day to day living costs.

If you are over State Pension Age, you may be eligible to claim **Pension Credit**, even if you own your home or have savings.

People who claim **Pension Credit** may also be able to get:

- help with heating costs
- help with rent and Council Tax
- a free TV licence for those aged 75 or over
- help with the cost of NHS services, such as NHS dental treatment, glasses and transport costs for hospital appointments

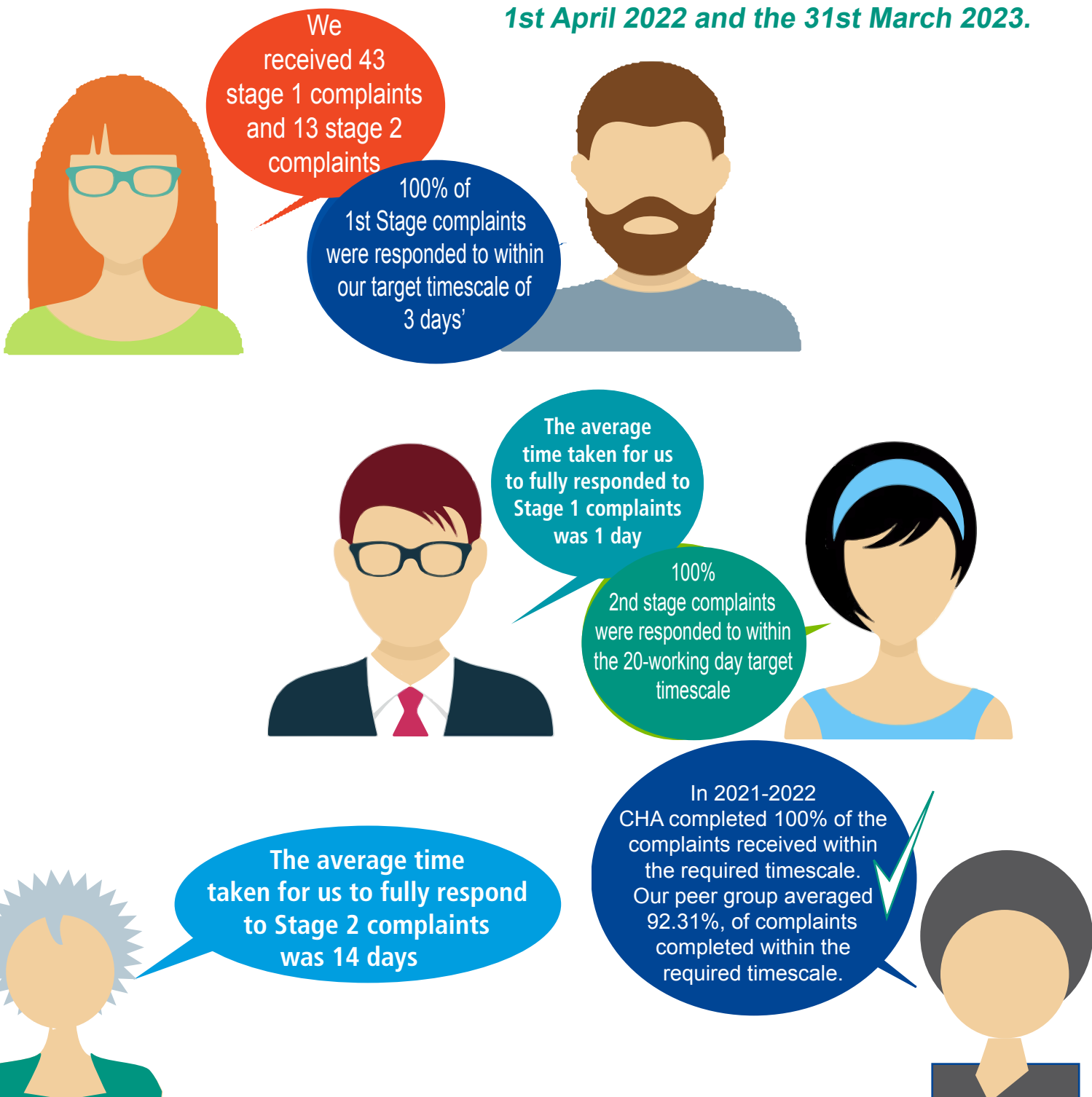
**Don't miss out.**

Check your eligibility at [gov.uk/pension-credit](http://gov.uk/pension-credit) or by calling 0800 99 1234

# Complaints

We have a Complaints Policy and Procedure in line with the Scottish Public Services Ombudsman's model guidance. Whilst we endeavour to get our services and those of our contractors right first time, we recognise that this does not always happen and welcome complaints from our tenants and service users. By monitoring and assessing the complaints that we receive, we learn where mistakes have been made and learn from these in order to improve both our own and our contractors' performance and service provided.

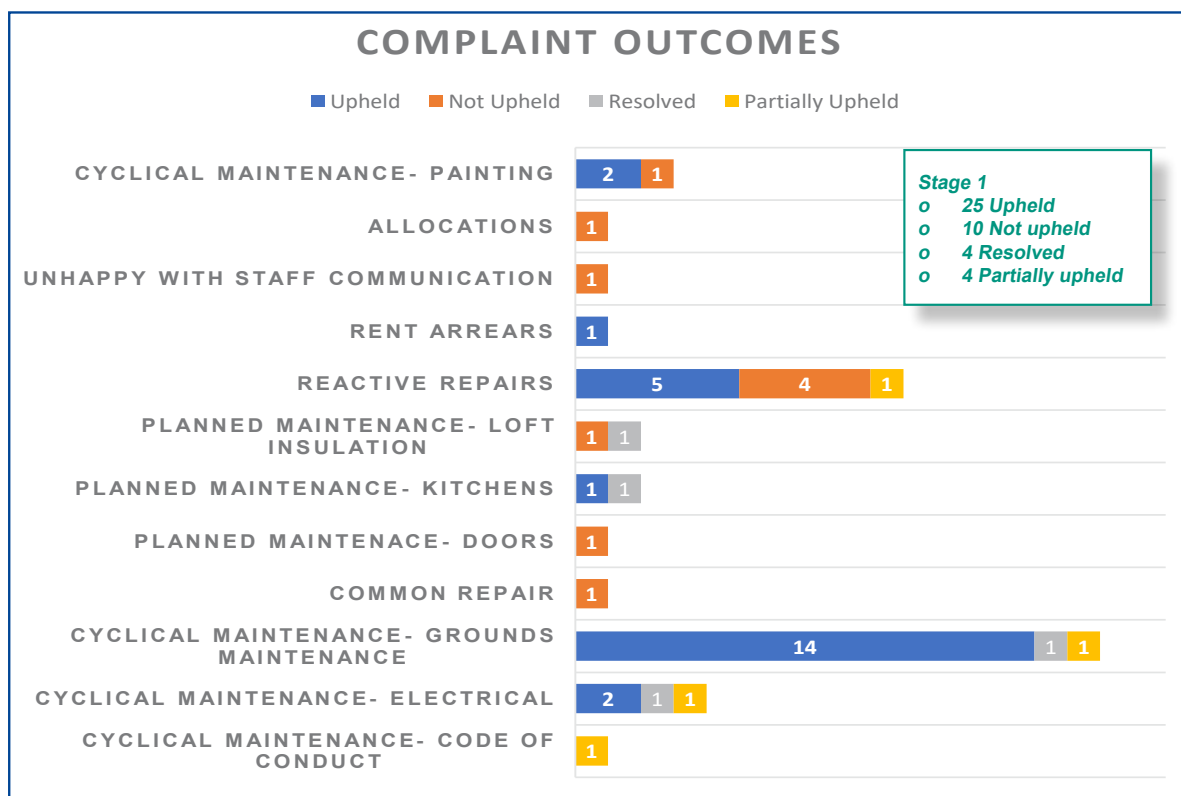
***Here is an overview of the service delivery complaints we received between the 1st April 2022 and the 31st March 2023.***



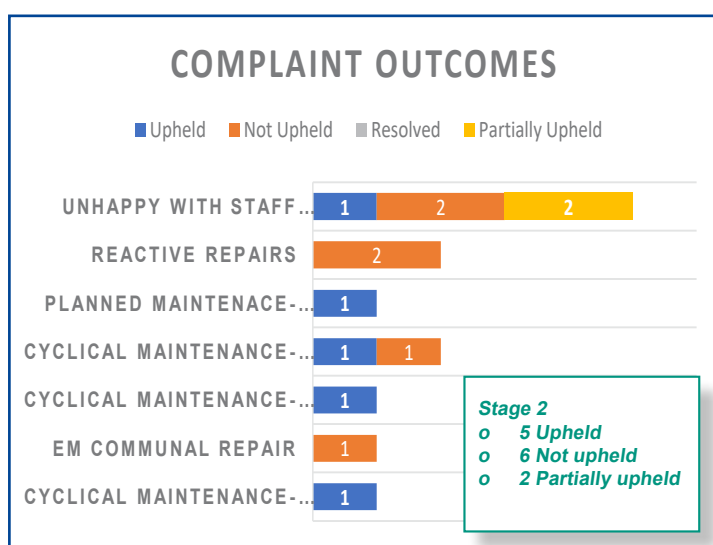
# Investigating your complaint

We make our decisions by considering relevant evidence of what happened, what your views and opinions are and what our policies and procedures say. We may also take independent specialist advice. It is then for us to weigh up the evidence we have and decide if your complaint will be upheld in full, partially upheld, resolved or not upheld. Detailed below is the complaint outcomes for all the complaints we received from the 1st April 2022 until the 31st March 2023.

## STAGE 1



## STAGE 2



## What happens after we decide on the complaint outcome

Where we find that something has gone wrong, we will uphold your complaint. We do this to help put things right and to try to stop the same thing happening to someone else. Here are some changes we might recommend implementing as a result of your complaint

- Review a decision we have made
- Review a process/procedure we have in place
- Put in place a process/procedure we now need to have in place'

**If we make recommendations, we will follow them up to make sure they have been carried out.**



# Avoiding Condensation

Condensation is the most common form of unwanted dampness in buildings and occurs when warm moist air comes into contact with a cold surface.

## Condensation tips

Keeping your home warm, dry and reducing condensation at anytime of the year can be challenging, particularly when people cut back on heating and appliances that can cause energy costs to rise.

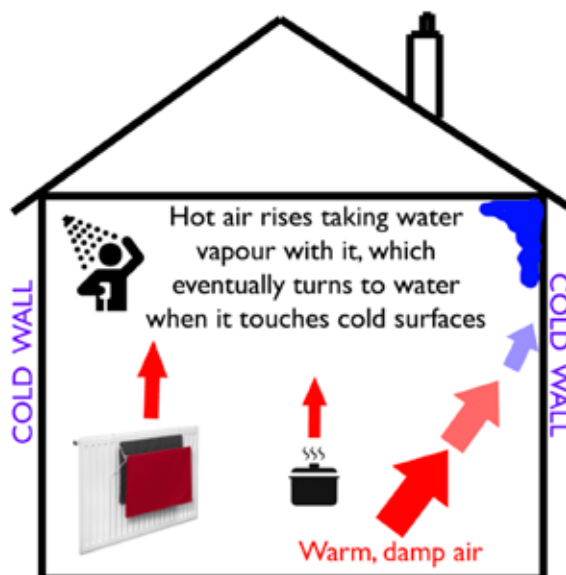
Condensation is the most common form of dampness in buildings and occurs when warm moist air comes into contact with cold surfaces such as walls and ceilings. Moisture builds up during everyday living including when you cook, dry clothes and shower. When condensation appears wipe it dry to avoid a build-up of black mould growing on walls, curtains, and woodwork. It's important you take steps to limit the moisture in the air.

### There are four main causes of condensation:

- lack of heat
- lack of insulation
- lack of ventilation
- moisture production

There are a number of ways you can reduce condensation. Try implementing this advice at home:

- Use your extractor fans when bathing/showering and cooking and to let us know if they don't work.
- Keep ventilation vents free from obstruction
- Where possible, use your heating system efficiently and effectively. It's more effective to have heating on a low setting for longer to maintain a minimum temperature rather than heating to high temperatures at short bursts
- Open windows a little when cooking and showering
- Make sure tumble dryers are vented outside



## Winter health

Damp and mould can affect you and your family's health by causing respiratory infections, allergies or asthma and can also affect the immune system. Some people are affected more than others including children and babies, older people, people with skin problems and respiratory issues.

## Keeping in heat

- Close the curtains early evening and tuck them behind any radiators (except gas wall heaters).
- Move furniture that blocks heat from radiators.
- Cover up draughty gaps around letterboxes, keyholes and doors.
- Open internal doors of rooms which get most of the winter sun to allow warm air to travel through and heat your home naturally.

## Condensation and new windows

For those of you with new windows fitted recently, you may see more condensation appearing on the inside of the windows. The reason being is that replacing your property's original double-glazing windows with new is not enough to eliminate the problem of condensation. Although the inside of your new windows will be warmer and your property itself will be warmer, the new glazing will eliminate draughts that used to wick away moisture from the surface. You may see an increase of water on the surface of the glazing until you get used to new regime of heating and ventilating. It is important to ensure that you heat your home and leave your trickle vents open particularly after showering and cooking liquids to allow excess moisture from the home to ventilate out.

You may also see beading of water around the window cill or at the junction of the frame that you did not have before, again this is because there will always be colder spots around the new window at the junction of the brickwork and this is where moisture in the air will form, at this slightly colder spot from time to time, particularly on colder days. Again, heating your room, improving ventilation, and ensuring tumble dryers are vented outside will help keep condensation away.

Take a look at Energy Savings Trust's useful video on minimising condensation at home:

<https://www.youtube.com/watch?v=ypB2Y81BP7w&t=21s>

# 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](mailto:mail@clydesdale-housing.org.uk) or complete our on-line web form Contact Us

# Facebook, Newsletters and Website

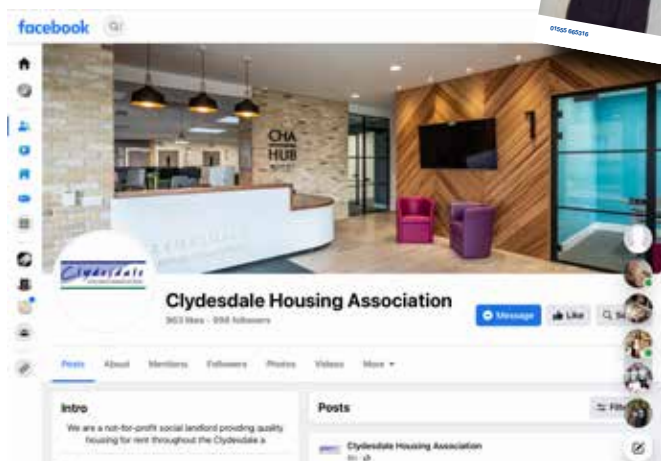
We continue to increase the ways in which you can keep up to date with what is happening at CHA.



Our Facebook page contains lots of useful posts and is a quick way to contact us. Take a look and give us a like.

Our newsletters. In November 2022 68% of you told us that your preferred method of keeping you informed was newsletters. Newsletters are posted out to all tenants on a quarterly basis however, if you prefer them in electronic format contact us and let us know. We can post you a copy or direct you to where they can be found on our website

Our website is full of information and contains everything you need to know. We are currently updating the page content and are looking forward to add the ReciteMe software to make it more accessible.



# Office closure details

This year we will close for the Summer break from 5pm on Thursday the 13th of July 2023 and will reopen at 9am on Tuesday the 18th of July 2023.

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)

## Did you know...

You can use our website to:

Report a repair



Have your say



Contact us



# 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](mailto:mail@clydesdale-housing.org.uk)

Send us an online message: [www.clydesdale-housing.org.uk/contact-us/](http://www.clydesdale-housing.org.uk/contact-us/)

## Office Opening Hours

Monday - Thursday 9.00am - 5.00pm

Friday 9.00am - 4.00pm