

NEWSLETTER

SUMMER 2024 ISSUE

0808 175 6288
www.clydesdale-housing.org.uk

Save the date



Clydesdale Housing Association AGM

Our Annual General Meeting this year will take place on Wednesday evening, 4th of September 2024 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.

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

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 0808 175 6288 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 new Committee Members

We are delighted to announce the recruitment of three new committee members. Gabrielle McElhinney, Deborah Hay & Johathan Main joined the committee in March 2024 as casual members.

All our new Committee members 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 Performance

At CHA we operate a robust performance management framework. This is underpinned by our desire to achieve continuous improvement across all areas of the Association.

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



The Scottish Housing Regulator (SHR)

The SHR is an independent regulator of Registered Social Landlords (RSLs) and local authority housing services in Scotland, accountable to the Scottish Parliament. Their statutory objective is to safeguard and promote the interests of current and future tenants, homeless people and others who use services provided by social landlords.

The SHR has published a 'How we regulate: a guide for tenants and service users. Which is available to view on their website.

They have also produced two short videos about who they are and what we do and how to raise a concern about a social landlord.

You can find the videos here –

- <https://www.housingregulator.gov.scot/for-tenants/watch-our-videos-for-tenants-and-service-users/video-about-the-scottish-housing-regulator>
- <https://www.housingregulator.gov.scot/for-tenants/watch-our-videos-for-tenants-and-service-users/video-how-to-raise-a-concern-about-a-social-landlord>

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.



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



Annual Assurance Statement

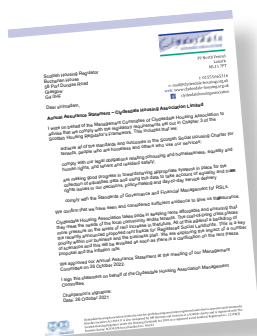
A new aspect of the Regulatory Framework which came into effect in April 2019 is the requirement for all social landlords to prepare an Annual Assurance Statement.

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 2023. A copy is available to view on our website and the SHR's website

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



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

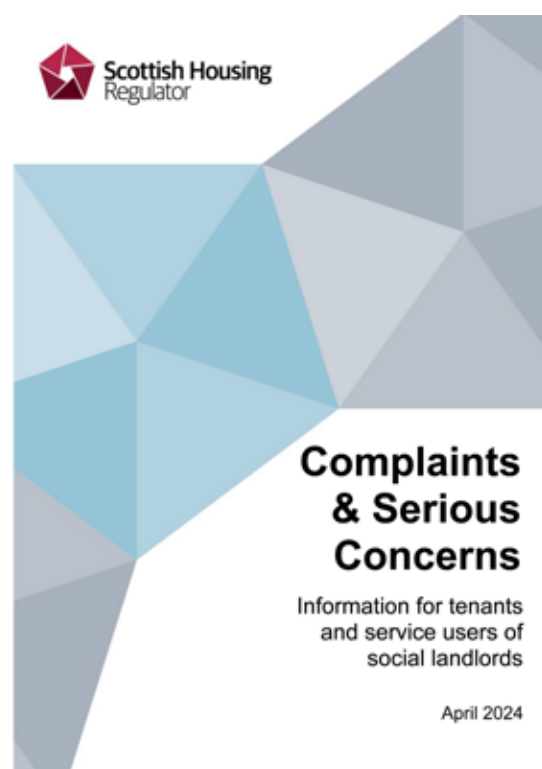
Scottish Housing Regulator Complaints and Serious Concerns

Tenants can contact the Scottish Housing Regulator where they believe their landlord regularly and repeatedly fails to achieve the regulatory requirements for social housing; and this failure affects a group of the social landlord tenants.

The Scottish Housing Regulator's Complaints & Serious Concerns leaflet details the difference between a complaint and a Serious Concern, and lets you know what to do and who to contact.

If you would like a copy of the leaflet, then call us on 0808 175 6288 and we will post it to you. Alternatively, you can download a copy from our website

[complaints-and-serious-concerns-information-for-tenants-and-service-users-of-social-landlords-april-2024.pdf](https://www.housingregulator.gov.scot/complaints-and-serious-concerns-information-for-tenants-and-service-users-of-social-landlords-april-2024.pdf) (clydesdale-housing.org.uk)



Retrofit project reduces energy bills for Thankerton residents

A £500,000 project in South Lanarkshire has transformed 21 Clydesdale Housing Association homes to make them warmer and cheaper to heat.

Fourteen semi-detached properties and seven flats at Mill Place in Thankerton have each been fully retrofitted by Glasgow-based energy services company Union Technical to improve thermal efficiency.

The scope of work on the homes, constructed in 1996 and owned by CHA, is a Smarter Homes project for Union Technical – a new initiative which has been designed with a whole-house approach in mind. This has included the installation of solar PV, zero emission heating and battery storage across all twenty-one properties, which will help residents save money on their energy bills.

Existing electric heating systems have been removed from all properties and replaced with air source heat pumps. Heating systems in all seven flats have also been removed and replaced with smarter upgraded versions that will interact with the solar PV.

The works at Thankerton, which commenced in January, form part of an ongoing partnership between Union Technical and CHA.

Union Technical worked closely with CHA to finance the energy efficiency upgrades at Mill Place via paired application, which received 50% grant funding from the Scottish Government's Social Housing Net Zero Heat Fund.

Owen Coyle, director at Union Technical, said: "Union Technical has been a proud partner of Clydesdale Housing Association for many years now. Having completed a similar project last year in the nearby villages of Rigside and Kirkmuirhill, we have seen first-hand the benefits our whole-house approach to retrofitting brings – cutting bills and reducing carbon emissions at the same time.

"Our dedicated team has completed work at Mill Place in a little over eight weeks, keeping disruption to a minimum and making sure residents can focus on the benefits the work to their homes will bring."



Vicky Rogers, our Depute Chief Executive, said: "This is our second Smarter Homes project, partnered with Union Technical, and we are delighted with the outcome. Our Technical Services Officer, Nikki McLachlan, has worked closely with the Union Technical team to ensure that the work in our tenants' homes has been completed with little disruption and on time.

"We are acutely aware of the difficulties our tenants are facing at present with the cost-of-living crisis and this is compounded with rising energy costs. The tenants are already realising savings on their energy bills and have praised both Union Technical and the Association for carrying out the much-needed heating upgrades to their homes. We would like to thank Union Technical for their commitment to the project and to the Association's tenants."

Have you received a Universal Credit Migration Notice?

What is Universal Credit Managed Migration?

The Government are moving some people who are currently claiming legacy benefits such as tax credits onto Universal Credit.

You don't need to do anything until you've received a Universal Credit 'Migration Letter.'

Once you've received the letter, you will have 3 months to make your claim for Universal Credit. This is called your deadline date, and it is printed on your letter.

You should contact a benefits advisor as soon as possible to check your circumstances to confirm your benefits are maximised before you move to Universal Credit, this will ensure you receive the maximum amount of transitional protection.

Will I be worse off?

It depends on your personal circumstances. You may be better off claiming Universal Credit. You will be entitled to 'Transitional Protection.' Transitional Protection is a top-up payment, so you do not lose out because of the introduction of Universal Credit. It means that, in cash terms, you cannot receive less than your current benefits at the time when you move to Universal Credit.

Some people may still be worse off depending on their circumstances and transitional protection can reduce over time as your circumstances change.

You should contact a benefits advisor as soon as possible to confirm your benefits are maximised before you move to Universal Credit, this will ensure you receive the maximum amount of transitional protection.

What happens if I don't claim Universal Credit by the deadline date on my letter?

- Your legacy benefits will stop immediately from your deadline date.
- You aren't able to get transitional protection and you could be financially worse off.
- Your Universal Credit won't be backdated.

How do I pay my rent once I'm on Universal Credit?

Universal Credit is an all-in-one benefit and is paid in one lump sum. Any Universal Credit you are entitled to is paid directly to you and this will include money towards your rent. You should arrange to pay your rent to Clydesdale Housing Association. You can contact your Housing Officer to discuss this.

In Scotland, you can ask DWP to pay Housing Costs direct to your landlord. It is important that you check your Universal Credit statement every month to confirm who your rent has been paid to. The Universal Credit statement will confirm if housing costs have been paid to you or your landlord.

Important!

Please do not ignore a Universal Credit migration notice! if you do not claim Universal Credit by your deadline date your legacy benefits will stop. Please seek advice from a benefits advisor as soon as you receive your Universal Credit migration notice.





Mould and Dampness

Condensation is a common issue in homes and can lead to problems such as dampness and mould growth. It occurs when warm, moist air comes into contact with a colder surface, causing the moisture in the air to condense into water droplets. Here are some tips to help prevent condensation in your home:

- 1 Wipe down windows and sills:** In the morning, wipe down any windows and sills to remove any accumulated moisture. Use a cloth, and wring it out rather than allowing it to dry on a radiator.
- 2 Keep rooms on a low heat setting:** Maintaining a consistent, low-level heat in your home can help keep surfaces warmer and reduce the likelihood of condensation.
- 3 Cover pans when cooking:** When cooking, use lids on pots and pans to trap steam and moisture. This will help prevent excess moisture from entering the air.
- 4 Ventilation:** Ensure good ventilation in your home. Use extractor fans in the kitchen and bathroom when cooking, bathing and showering. If possible, open windows to allow fresh air to circulate.
- 5 Vent tumble dryers outside:** When using a tumble dryer, make sure it vents outside your home. Avoid using it indoors, as it releases a significant amount of moisture.
- 6 Don't dry clothes on radiators:** Drying clothes on radiators can release moisture into the air. Use a designated drying rack or hang clothes outside if possible.
- 7 Leave space between furniture and walls:** Leave a gap between the back of furniture and the wall to allow air to circulate. This can prevent moisture from becoming trapped in corners.
- 8 Keep vents on windows open:** If your windows have permanent ventilation features, keep them open to allow for airflow.
- 9 Address mould & damp promptly :** If you notice mould or damp please contact our Technical Services Team on **0808 175 6288**.

Legionella Awareness



Legionella is a bacterium naturally occurring in water environments that causes Legionella Disease.

The bacteria can only infect your body through inhalation of contaminated water droplets and the disease presents in the form of pneumonia.

The risk of contracting legionella in the domestic home is minimal. If the water within your home is not provided by direct mains water, we arrange for a qualified contractor to inspect, maintain and test your water storage tank to minimise the risk of Legionella.

Most protection from legionella has to be undertaken by people actually living in the home and using the water systems.

How can you help?

- 1.** 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. 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.
- 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.** 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 thrives at temperatures between 20°C and 45°C.

Please contact our Technical Services Team for advice if you:

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

Our 'Ninja' project was a huge success

With the help of funding from the Scottish Housing Fuel Support Fund, CHA was granted £60,060 to support the delivery of energy efficient small appliances for our tenants. With this funding CHA has purchased and distributed 462 Ninja Speedi appliances to tenants.

What our tenants thought of their free gift

It was a good thing, and I was surprised to get the Ninja Speedi. I have been enjoying it and it has arrived at the right time as my current air fryer broke down.

Unexpected gift and happy with the quality of the appliance.

Absolutely incredible and phenomenally kind. The ladies in the office downplayed the gift when I collected, but they didn't have to chase the funding. My main oven broke in 2022 and I haven't been able to replace it yet. The Ninja Speedi has made a big difference to our quality of life and my daughter can use it to bake cakes. It is an incredible machine, and I would highly recommend it.

Great machine and has helped with cooking. It's good quality and versatile.

Many thanks to CHA for the Ninja gift and everything else you do for tenants. It is much appreciated. Keep up the great work.

Very happy – excellent. Happy with the quality of the Ninja Speedi.



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
- **Council Tax Savings Tool** – This tool assesses eligibility for council tax reductions, discounts and exemptions and signposts to where you can claim these savings. - www.checkmycounciltax.scot
- **Public Advice Site** – the debt and money pages on the CAS website are an invaluable source of help and are updated regularly - www.citizensadvice.org.uk/scotland/

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. You can find your local CAB office here:

<https://www.cas.org.uk/bureaux>, or call the Scottish Citizens Advice Helpline on **0800 028 1456**.

Complaints

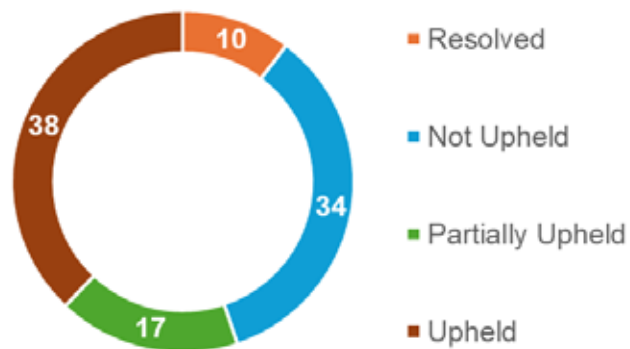
CHA is committed to listening and learning from tenants when things don't go as planned or meet expectations, to investigate what happened, accept where we are at fault, and how we could do better. We work with customers and aim to resolve concerns and complaints efficiently and fairly.

Performance Summary for the reporting period the 1st of April 2023 to the 31st of March 2024.

Front Line Complaints 2023-24



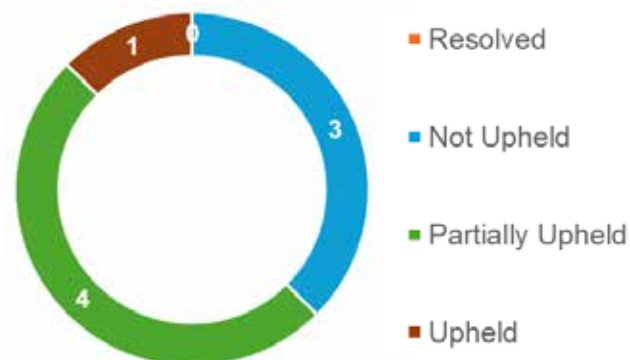
Front line complaint resolution



Investigation Complaints 2023-24



Investigation complaint resolution



For further detail on complaints received from the 1st of April 2023 to 31st of March 2024 visit our website www.clydesdale-housing.org.uk/wp-content/uploads/2024/05/Complaints-Summary-Year-End.pdf

A message from our Housing Management Team

Gardens & 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 & keeping common areas clear

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.



Bulk uplift & fly tipping

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.

How to request a bulk uplift

You can book a bulk uplift online.
www.southlanarkshire.gov.uk/info/200155/uplifts/26/special_bulk_uplifts

From 1 April 2024, a £40 charge will apply to all standard bulk uplift requests. A standard uplift includes the collection of up to 10 items.

Fly tipping

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 0808 175 6288.

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 0330 041 6497

Direct Debit



- You can call us on 0808 175 6288 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 0808 175 6288

Standing Order



- You can call us on 0808 175 6288 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 0808 175 6288



Pests

Unfortunately, tenants can sometimes experience infestations or rodents and pests. Unfortunately, CHA is not responsible for dealing with rodent or pest infestations in your home or garden, unless it is a communal garden. If you have a communal garden, please contact the repairs team on 0808 175 6288 (option 1).

Common rodent and pests can include: Mice & rats; Insects; Wasps ; Squirrels; Bed Bugs; Bees - due to the decrease in the bee population they will only be removed if they threaten health.

The Association's responsibilities

The Association:

- is only responsible for carrying out repairs and treating the infestation, or if it is apparent that an infestation is caused by disrepair or lack of action on our part, a wasp nest is attached to the property.
- will intervene on the most serious vermin infestations promptly (i.e. rats and cockroaches or bed bugs) as they can spread disease and are a risk to public health. In addition, we will investigate if there is an issue across a common area and deal with it appropriately
- is not responsible for dealing with an infestation caused by the tenant's own negligence (i.e. if food has been left out or rubbish has not been disposed of correctly). In these cases, the tenant will be held liable for the cost of treating such infestations and will be recharged any costs incurred by the Association.
- will not be held responsible for any damage caused by pests to tenants' belongings.
- will make all tenants aware of their responsibilities at the start of their tenancy through the Tenancy Agreement, information packs and leaflets.
- The Association will impose preventative measures to reduce the likelihood of harm arising from pests, to include housekeeping checks of our Estates to ensure the risk of pests and infestations is minimised.

Tenants' responsibilities:

- Tenants are responsible for the treatment of minor infestations within their property.
- Tenants must notify the Association if communal areas are infested with vermin / pests.
- Tenants can still inform the Association if there is an infestation within their property, so that we can assess the cause and provide advice on the next course of action.
- Tenants must ensure that any rubbish and food waste is disposed of correctly and without delay.

Mice and rats: if you find either in your home, you can contact South Lanarkshire

Council on 0303 123 1015 and they will attend and treat the problem at your cost. You must inform us if any follow up work that is required, such as filling in holes, when their work is complete. This repair will be covered by our Routine Repair Policy.

Moths, ants and beetles: if you find these you are responsible for dealing with this and suitable treatment products are widely available.

Wasps, we would only attend to a wasp nest if the nest is attached to the property and not in any garden areas or open space areas. If you have wasps in your garden, you can contact South Lanarkshire Council on 0303 123 1015 and they will attend and treat the problem at your cost. You must inform us if any follow up work that is required, such as filling in holes, when their work is complete.

Squirrels: if you find squirrels in your home, you can contact South Lanarkshire Council on 03031231015 and they will attend and treat the problem. You must inform us when pest control is visiting. We will send our contractor to your home on the same as the pest controller to fill in any areas where the squirrel can gain access.

Is there a charge?

If South Lanarkshire Council's Pest Controller visits your property a charge will be applied. A charge will apply irrespective of whether any treatment is carried out:

- **treatment of rats, mice, wasps, and bees - £56.94**
- **removal of squirrels is £85.47 if the premises are proofed**
- **removal of fleas/cockroaches/bedbugs and dermestidae beetles - £56.94**

If the pest controller confirms any follow up repair the Association will cover the costs of filling holes or closing any routes into the house for the pest unless the source is proved to be from neglect or damage caused by the tenant in which case the repair will be rechargeable.

The association will not charge for removal of a wasps nest only if it is attached to the property.

Social Tariffs: Cheaper broadband and phone packages

Social tariffs are cheaper broadband and phone packages for people claiming Universal Credit, Pension Credit and some other benefits. Some providers call them 'essential' or 'basic' broadband.

They are delivered in the same way as normal packages, just at a lower price. With rising living costs, Ofcom is encouraging companies to offer social tariffs to help customers on low incomes. Tenants can expect from social landlords, in terms of the quality and value for money of the services they receive, the standard of their homes, and opportunities for communication and participation in the decisions that affect them.

How could a broadband social tariff could help you

- **It is available to those on a variety of benefits.**

If you or someone in your household claims Universal Credit, you could switch to any of the tariffs available.

- **It is cheaper than a regular package.**

Current prices range from £10 to £23 per month.

- **Fast, unlimited broadband.**

Most tariffs offer superfast broadband at speeds over 30 Mbit/s – fast enough for you to keep in touch with friends and family, stream HD films or shop online.

- **You will pay next-to-nothing to get set up.**

If you do have to pay any setup costs, these should only be small. Your provider should tell you before you sign up.

- **It could cost nothing to switch.**

If your provider offers a social tariff, you can switch to it at any time, free of charge.

- **The price will not go up mid-contract.**

You will not pay any more than what you agree at the start of the contract.

- **It costs nothing to leave.**

You will not pay a fee to leave the tariff before the end of your contract.

Some providers offer cheaper broadband packages that are only available to customers on certain benefits.

BT and KCOM also provide cheaper voice-only landline tariffs to eligible households.

Who could qualify?

If you or someone in your household claims Universal Credit, you could switch to any of the tariffs available. All major providers also include people on Pension Credit, Employment and Support Allowance, Jobseeker's Allowance and Income Support. Some providers might include additional benefits, like Personal Independence Payment and Attendance Allowance. The person receiving the benefit needs to be the main person on the contract.

How to apply?

First, check if your current provider offers a social tariff. You can apply for most tariffs online, or call your provider and ask to switch. If your provider does not offer a social tariff, you can switch to one that does. Your provider might let you leave your current contract without paying a penalty fee. Find out more on the Ofcom website www.ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs/



Equality monitoring: what is it all about?

In September this year we will be asking you to help us by completing an Equality monitoring form. We encourage people to complete our equality monitoring form by answering the two questions people ask most often:

What do you want to know?

We know that wherever you go, organisations want to know many things about you. Your age, disability, ethnicity, gender identity, religion or belief, sexual orientation, and what your relationship status is. At Clydesdale Housing Association the information we would like you to share with us is information about how you describe yourself. This information will help us understand the profile of the people who access the housing and services that we provide. By providing this information you will help us to make sure we are delivering our services in a way that meets the needs of all of our tenants.

Why do you need to know that about me?

We know that quite rightly you are careful about sharing your personal information in case it falls into the wrong hands. Protecting your personal information is a wise move and is something we think is important. That is why, if you choose to complete our equality monitoring form, we promise that we will keep your data securely and process it responsibly, in accordance with the law. We can also let you know that if you provide equality information to us that we do not use this information to identify you, it is only to help us see the bigger picture. While we will know if you have filled the form in or not, we will not be able to connect your response to you in any way, making your response completely anonymous. On top of that, not even the Management Committee of Clydesdale Housing Association will get to see the information you provide.

We will never force you to give us personal information, and we will never ask for information that we do not intend to use. If you do not want to share all, or some, of your personal data then you do not need to, there is an option to let us know this at every stage of the form.

All we would say is that it might take us a bit longer to make the improvements needed if we do not know enough about the people, we provide our housing and services to.

The information you can provide really makes a difference to what we do.



Office closure details

This year we will close for the summer break from 5pm on Thursday the 11th of July 2024 and will reopen at 9am on Tuesday the 16th of July 2024.

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.

Did you know...

You can use our website to:

Report a repair



Have your say



Contact us



USEFUL NUMBERS

General enquiries, rent payment, report repairs, housing issues 0808 175 6288
Allpay 0330 041 6497 www.allpay.net/

Emergency repair information

Who to contact when our office is closed. If you have an emergency repair when our office is closed, please contact one of the numbers below

If you smell gas or suspect a carbon monoxide leak,
call the National Grid on – 1-800-892-2345 or 911.

No Electricity, contact Scottish Power. If you think it is a power cut:
Find out by typing in your postcode at <https://www.powercut105.com/en/>
You can report a power cut as well as damage to electricity power lines and substations by calling 105 from your mobile or landline.

All other Emergency repairs, call our out of hours repairs service on – 01555 435944



HAPPY TO TRANSLATE

Getting in touch...

39 North Vennel, Lanark ML11 7PT
telephone 0808 175 6288

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

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

Please contact us if you have specific needs and would like us to consider adapting the way we deliver services to you.

Office Opening Hours

Monday, Tuesday & Thursday 9am to 5pm
Wednesday 10am to 5pm
Friday 9am to 4pm