

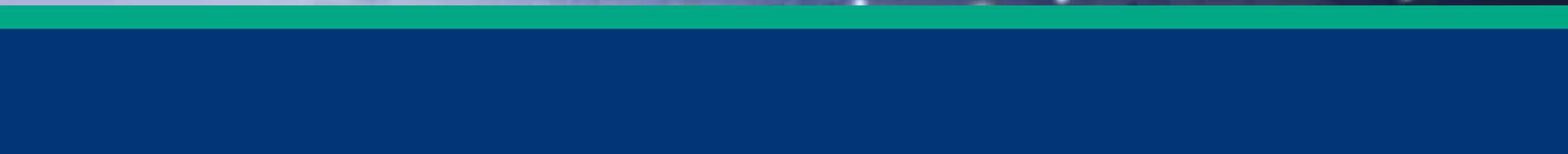
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*Clydesdale*  
HOUSING ASSOCIATION

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# Newsletter

WINTER 2019





# INVESTING IN YOUR HOMES

As part of our commitment to meeting the Energy Efficiency Standard for Social Housing (EESH), we are investing **£1.36M** in carrying out heating replacements in approximately 140 properties between January and June 2020.

The replacements will be in properties with electric heating and we will be installing new high heat retention storage heaters.

We are concentrating our efforts on those properties that are failing the most against the EESH standard. This means, the properties which are in the worst performing group in terms of energy efficiency.

The estates involved in this year's contract are:

- Millburn Court, Symington
- Hunters Court, Abington
- Castledyke Road & View, Carstairs
- Cordiner Court, Lesmahagow
- Lang Whang Court, Carnwath
- Lockhart Place, Carnwath
- Caledonian Gardens, Coalburn

The tender for the works has closed and the tender panel are currently working through the submissions. A contractor will be appointed early in the New Year and we hope to start the work by the end of January.

In the meantime, if your energy supplier offers to change your meter or tariff, please refuse this until a representative from the Association has visited your property to ascertain if your current meter can work with the new Quantum storage heating system.

# Working with our tenants - Our Reactive Repairs Service

From 1 April to 30 November 2019 we carried out 1,237 reactive repairs, with a total cost of £177,233.

Reactive Repairs deal with the everyday type of faults, for example: no heating or hot water. We have three main categories of day-to-day repairs, each with its own specific response time.

**Reactive Repairs are divided into the following 3 categories:**

**Emergency Repairs** - 5 Hours response time. These repairs are for genuine emergency situations where action is required to prevent danger to the health and safety of the tenants or the likelihood of further damage to the fabric of the building. It may not be possible to fully rectify the problem on the first visit, but it should address any dangerous situations. Contractors should attend within 5 hours of the tenant reporting the repair and will either complete the repair or make safe the situation when full repair is not possible on the first visit. Temporary measures may have to be the only option, such as boarding up a door or window.

**Urgent Repairs** – 48 working hours response time. These are repairs that are an inconvenience to the tenants and can have a huge impact on the tenant's independence but are not life threatening. For example, if a medically adapted shower needs repaired.

**Routine Repairs** - 7 Working days response time. These are normal day-to-day repairs such as plasterwork, tiling, ironmongery, fencing, gutters etc.

In addition to Reactive Repairs, there are certain repairs which fall under the statutory Right to Repair Scheme which was introduced under the Housing (Scotland) Act 2001. The response times for dealing with such repairs vary from one to seven days.



# Coming Soon!

## Coming Soon...CHA Community Hub and Rented Flats

Construction work on the new CHA Community Hub and four flats for rent is almost complete – we expect to open the Hub and allocate these flats when we move into our new offices in January 2020.

## CHA Community Hub

The Hub will provide a valued facility for local groups and agencies to meet and deliver services to the local community. We identified a need for the Hub when we spoke to the following groups:

Alzheimer Scotland; Carluke Listeners; Clydesdale Citizens Advice Bureau; Clydesdale Tenants' & Residents' Group; Healthy Valleys; Lanark Panto Club; Lanarkshire Association for Mental Health; Lanarkshire Carers Centre; Moira Anderson Foundation; Routes to Work South; Skills Exchange Scotland; South Lanarkshire Care & Repair; SLC Housing Forum; St Andrews Hospice; University of the Third Age; Voluntary Action South Lanarkshire; Wee Read.

### The key services that we see being offered from the new Hub will include:

- Advice and Information: 1to1 consultations and small group work sessions; advice will be offered on welfare rights, housing, independent living and social care;
- Health promotion: complementary community health activities including counselling, mental health support, dementia drop in sessions and healthy lifestyle advice workshops;
- Training and Skills Development: outreach courses provided by agencies offering opportunities for people affected by unemployment and disadvantage to increase skills and confidence;
- Community Development: creation of a Community Hub User Group to make the best use of the Hub as a base for community projects. The Hub will also seek to offer volunteering and community development programmes.

### Facilities offered in the new Hub:

- 3 computers with free high-speed broadband access for public use;
- Multi-Purpose Space (with presentation and video conferencing equipment);
- 2 smaller confidential meeting rooms suitable for meetings involving up to 4 people;
- Free high-speed public broadband Wi-Fi.



**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



# Working with our tenants - Our housing management service

**Welfare benefits can help if you need a bit of extra support in these tough times. How much you receive and what you can claim is decided by the UK Government.**

Our Housing Services Team can help you to claim benefits you are due, if they are unable to answer your questions they will signpost you to external specialist services. Need help - contact us on 01555 665316 and speak to your Housing Officer.

## Did you lose your Severe Disability Premium as you moved onto Universal Credit?

People who claim Disability Living Allowance, Personal Independence Payment or Attendance Allowance can qualify for an extra allowance when some benefits are calculated, this is called a 'severe disability premium'. The benefits that can include the 'severe disability premium' are Income Support, Jobseeker's Allowance (JSA), Employment and Support Allowance (ESA), Housing Benefit and Pension Credit.



Office for  
Disability  
Issues

## Severe Disability Premium (SDP) and Universal Credit (UC)

There is no equivalent to the Severe Disability Premium in Universal Credit. It has been acknowledged that those in receipt of an SDP who moved over to UC due to a change in their circumstances before a block was put in place on 16 January 2019 lost out considerably in terms of lower benefit income. For this reason, the block on new claims to UC from this group is now in place until 27 January 2021.

## Previous SDP recipients already on Universal Credit

Universal Credit (UC) was rolled out in South Lanarkshire in October 2017. If you had to claim UC between October 2017 and 16th January 2019 because of a change in your circumstances, and were considerably worse off as a result, it may be because you were receiving a SDP on your legacy benefits, which does not exist under UC.

The DWP started to contact eligible claimants at the end of July 2019 to make these payments. If eligible, you will receive a lump-sum payment to cover the period since you moved to Universal Credit and then an ongoing monthly payment.

**This is a complicated area so please do seek specialist advice if you are in this situation.**

Each year we review the rent levels we charge to tenants for the Housing services we provide. These annual increases are necessary to ensure that we continue to meet our duties to you as a landlord and maintain high levels of service delivery. The rent increase is needed to cover any additional costs such as inflation and to ensure we have enough money to maintain your homes.

The rent increase is one of the most important decisions that we take each year and because this decision affects all 738 tenants it's vital that you have an opportunity to have your say.

# Rent Review Consultation 2020/21

This year we are providing you with two different rent level options to vote on:  
**1.7% & 2.7%**

We would be grateful if you could complete the voting form and return it to in the envelope provided by 31 January 2020.

We welcome your comments on the proposals and any responses will be put to the Committee before they make their final decision on 12th February 2020. If you wish to comment, there are several ways that you can do so:

- You can give us your feedback online at: [www.clydesdale-housing.org.uk/contact-us/](http://www.clydesdale-housing.org.uk/contact-us/)
- You can write to our Depute Chief Executive, Jane Guthrie, at 99 High Street, Lanark ML11 7LN
- You can email us at: [mail@clydesdale-housing.org.uk](mailto:mail@clydesdale-housing.org.uk)

We have sent a rent options voting form to each tenant with a letter and a consultation newsletter. The newsletter explains how the rent increase has been calculated and provides details of each of the options you are being asked to consider. It also includes examples of the differences that each option will mean for the services we provide and for the level of rent you pay.

# 2019 Tenant Satisfaction Survey Results

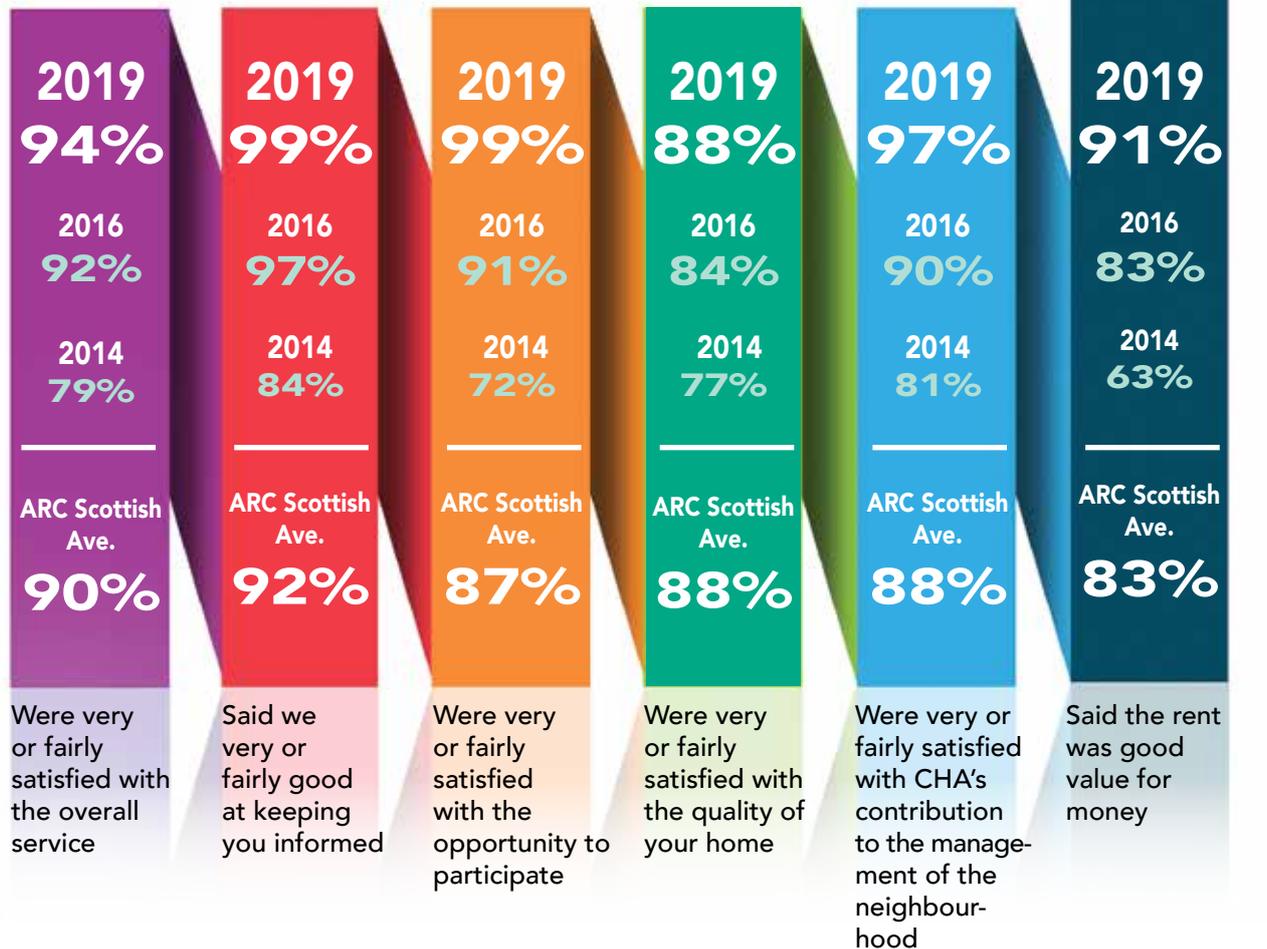
It is important for us to know our tenant's views on the service we provide as your views will help shape and enhance the service you receive. We provide a number of ways for you to give us feedback including carrying out a detailed survey every three years.

We commissioned Research Resource Ltd, an independent company to carry out the interviews on our behalf. We are delighted with the results of this year's survey of 443 tenants.

The following provides you with a summary of the key results and a comparison against the previous survey results of 2014 & 2016.

Thank you to the tenants who participated in the survey, your feedback is welcome and greatly appreciated. Should you be interested in joining a short life focus group or scrutiny panel please contact Jane Guthrie, Depute Chief Executive on 01555 665316 or email Jane at: jane.guthrie@clydesdale-housing.org.uk

## Results Comparison with the ARC Scottish Average



# Tenant Satisfaction with our Repairs Service

We asked the 443 tenants interviewed if they had reported a repair to us in the last 12 months. Of the 443 tenants interviewed 208 said they had so we asked them how satisfied or dissatisfied they were with various aspects of the repair. The following provides you with a summary of the key results.

**100%**

The helpfulness of the Association staff involved

**100%**

The system for reporting repairs to us

**98%**

Contact from tradespeople to arrange access

**99%**

Tradespeople arriving by the target date

percentage of people very or fairly satisfied



# You Told Us

percentage of people very or fairly satisfied

**98%** The length of time taken to undertake repairs

**99%** The attitude of the tradesman involved

**99%** The tidiness of the contractor

**98%** The quality of the repair undertaken

**96%** We provide an effective and efficient service

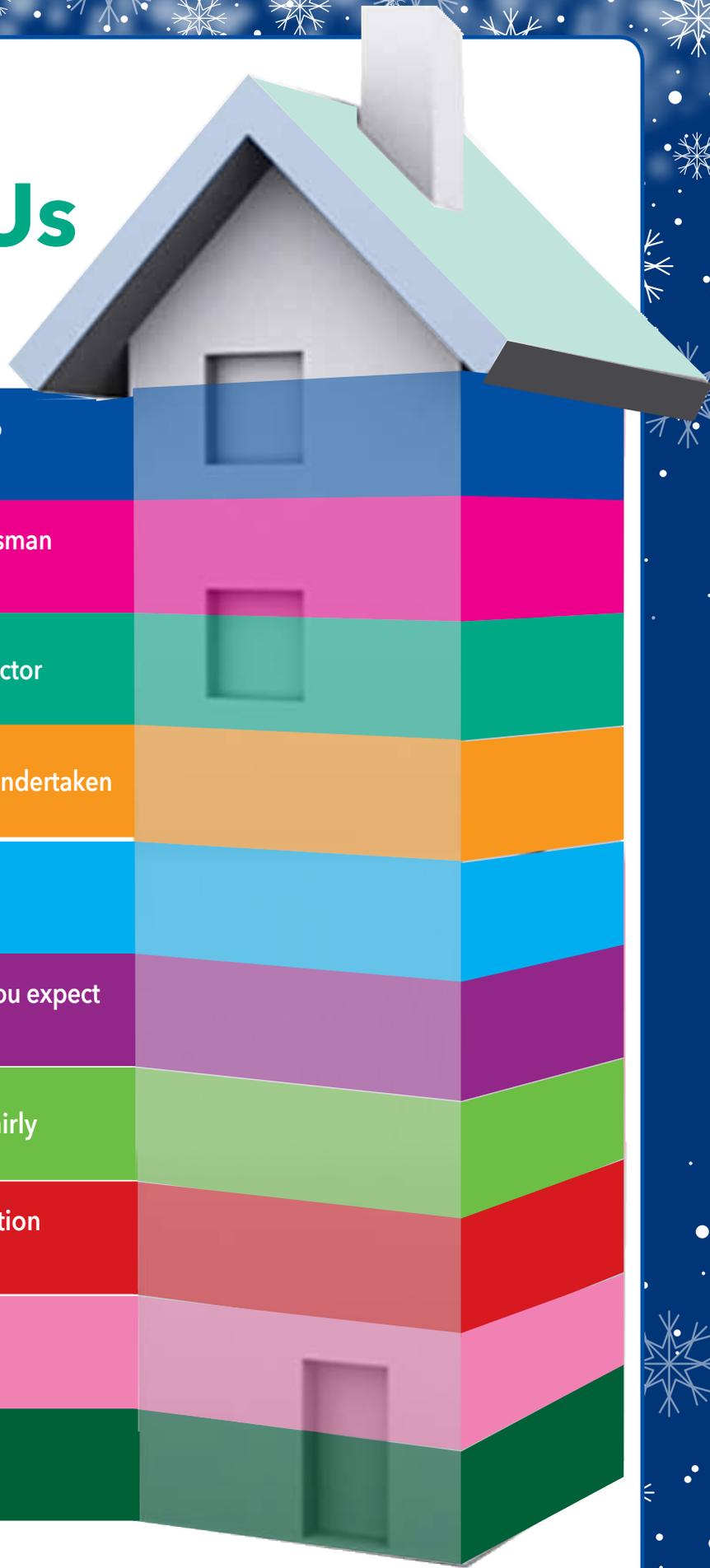
**96%** We provide the service you expect from us as your landlord

**96%** We treat our residents fairly

**95%** We have a good reputation in the area

**96%** We have friendly and approachable staff

**96%** You trust us





# Tenant Priorities

Quality of  
the home

**1**

Repairs and  
Maintenance

**2**

Neighbourhood  
Management

**3**

Keeping tenants  
informed

**4**

Grounds  
maintenance to  
common areas

**5**

# Our AGM

**We held our AGM on 4 September 2019 in Lanark Memorial Hall, with 37 members in attendance.**

At the meeting we dealt with the usual business of the annual accounts, auditor appointment and Chair's report.

Our Chairperson, Pauline Sandford, delivered her report

to members that reviewed the Associations achievements in 2018/19 and Business and Future Developments. Pauline also awarded our Chief Executive, Joe Gorman and Finance Manager, Eileen Wilson with 20-year long service awards.

The Clydesdale Tenants' & Residents Group also held its AGM on the same evening. The Group's Chair, Jeanette Arneil, presented a report on the last 12 months' activities and issued a call for more members.

Susan Morris from the Tenants Information Service gave members an overview of the skills needed to enable tenants and landlords to work together more effectively.

A prize raffle also took place with 3 lucky winners each receiving a £25 Morrison's voucher.



## Would you like to become a member of Clydesdale Housing Association?

We are always seeking shareholding members to ensure that we are representative of the people and areas we serve. Shareholding membership generates greater participation in the work of the organisation. Membership provides the opportunity to attend the AGM and vote for members of our Management Committee.

To join, you simply must complete a membership application form and pay £1. If approved by the Management Committee, you will receive a lifetime share in Clydesdale Housing Association.

If you would like more information about becoming a member, please contact our office to speak to Elizabeth Miller.

The minutes of our Management Committee meetings are available for you to view online at [www.clydesdale-housing.org.uk/downloads/](http://www.clydesdale-housing.org.uk/downloads/)

# Governance Matters

## We published our Annual Assurance Statement



All social landlords must submit an Annual Assurance Statement to the Scottish Housing Regulator providing assurance that the organisation complies with the relevant requirements of chapter 3 of the Regulator's Regulatory Framework. This includes regulatory requirements that apply to all social landlords and the Standards of Governance and Financial Management that apply to Registered Social Landlords.

Our Management Committee met on 16 October 2019 to consider our level of compliance with the Regulatory Framework. After due consideration of various sources of assurance, including an assessment report by an external consultant, the Management Committee concluded that we fully complied with the Framework.

Our Annual Assurance Statement was then submitted to the Scottish Housing Regulator and is available to view on our website:

<http://www.clydesdale-housing.org.uk/annual-assurance-statement-published/>

## Freedom of Information

Along with other social housing providers, we became subject to the Freedom of Information Act from 11 November 2019. Although this means that the public will have greater access to the information which we hold, we will continue to keep your data secure in line with the General Data Protection Regulation.

No information on our residents or their accounts will be released without their express permission. Any individual can make a freedom of information request, and these will be addressed in first instance by our Data Protection Officer. However, under Freedom of Information there may be an administrative cost for collating and providing data, anybody making an enquiry will be advised of any possible cost and the timescale for supplying the information.

We aim to share with our tenants as much information as possible on how the Association is performing. In terms of providing information, the Act imposes 3 key duties on the organisations it applies to; these are the duty to

1. Publish information
2. Advise and assist (if we have the data)
3. Respond to Freedom of Information Requests

"Section 1, (1) A person who requests information from a Scottish public authority which holds is entitled to be given it by the authority." The purpose of the scheme is to provide information proactively in an easily accessible form, so that people can access it without having to make an individual Freedom of Information request. Further information on the performance of the Association is available at the Scottish Housing Regulator's website: <https://www.housingregulator.gov.scot/about-us/freedom-of-information>



You are invited to

## **Carluke Community Christmas Dinner**

in St John's Church in Hamilton Street, Carluke, ML8 4HA  
at 12.30 for 1.00pm on Christmas Day.

This is a friendly, informal and welcoming occasion offering pleasant company and a tasty meal with no strings attached!

Anyone is welcome - you may be on your own and needing some company or it might be a whole family who is just struggling to put together a Christmas meal.

No charge, all ages welcome & transport is provided if needed.

It is intended for those living in the Carluke, Law, Forth, Lanark, Carstairs, Braidwood, Crossford, Kirkfieldbank areas.

Please email [carluke.christmas.dinner@gmail.com](mailto:carluke.christmas.dinner@gmail.com)

if you have any questions or to book your place.



# We support our local foodbank



We have made a £325 donation to Clydesdale Foodbank to assist the charity in its mission to ensure that nobody in the area goes hungry this Christmas.

Pauline Sandford, chair of CHA said: “I am pleased that CHA is in a position to support local charities, which share the aims and objectives of the association. We recognise and support the good intentions of Clydesdale Foodbank to alleviate food poverty.”

She added: “As a registered charity, CHA shares many of the objectives that Clydesdale Foodbank pursues. We appreciate some of our tenants may be finding it difficult in the current financial environment and may seek assistance from the Foodbank.”

Receiving the cheque, Ronald Muirhead from Clydesdale Foodbank, said “Clydesdale Foodbank would like to express their sincere thanks for their most generous financial donation to our Foodbank. The support that we have received from Clydesdale Housing Association is much appreciated and has assisted us in our endeavours to eliminate food poverty in the Clydesdale area”



## Be a **Star Payer** this Christmas

There is no doubt Christmas is an expensive time, with buying Christmas presents, sending cards and having that show stopping Christmas Tree

**Don't forget to put paying rent at the top of your Christmas to do list!**

**If you are struggling to pay your rent, talk to us. Call your Housing Officer on 01555 665316**



# Improvements to our Telephone System

**To make sure you contact the right person quickly and efficiently, we've made some improvements to the telephone system.**

These changes have been put in place to minimise the time you spend on the telephone. When calling please listen carefully to the options and choose the option which is best for you. We hope you find these changes useful.

## WINTER GRITTING

As we are in the coldest months of the year, we thought it best to remind all tenants of our winter maintenance plan and how best for you to stay safe in the cold weather

- South Lanarkshire Council is responsible for the majority of roads and footpaths throughout the Clydesdale area, this includes a number of our developments. These are commonly referred to as “adopted” areas
- We are responsible for all “non-adopted” areas within our estates
- We have installed grit bins in all of our non-adopted estates
- These grit bins have recently been replenished with grit
- We **do not** carry out any gritting on a reactive basis, i.e. at the request of tenants
- We **do not** grit on a preventative basis, i.e. in anticipation of snow/frost
- Tenants can use the grit provided to grit their own paths and common footpaths around their homes, if they wish but at their own risk
- Please let us know if the grit bins in your area need filled as the winter season progresses and we will arrange to have this done.

We would ask all tenants to assess if they really need to leave their homes during freezing conditions and to only do so if it is absolutely necessary, bearing in mind our gritting policy set out above.

**Please keep warm this winter and stay safe.**

# Patrick and Janette retire after clocking up 19 years commitment

Two of our longest standing Management Committee members, Patrick Ross-Taylor & Janette Arneil, retired from our Management Committee after an amazing combined 19 years' service to Clydesdale Housing Association.

Patrick & Janette's years of commitment were recognised at our AGM.

Paying tribute, Pauline Sandford, chairperson of Clydesdale Housing Association said:

**Jeanette joined the Management Committee in September 2008, so has completed 11 years' service on our Committee.**

Jeanette has been a loyal and dedicated member of our Committee and Association. On many occasions she has been at meetings in Glasgow and then driven straight back to our meetings, which is just one example of her commitment to our Association and our Committee.

She has always had the interests and welfare of our tenants at heart and continues to Chair the Tenants' & Residents' Group.

I think I can safely say that she wins the Gold Standard Award for always being the best-dressed Committee Member.

We all wish her well in the future and hope she will now be able to enjoy more leisure time.

We thank her very much for all she has contributed to the Association over these past 11 years.



**Patrick joined the Management Committee in November 2011, so has completed 8 years' service on our Committee.**

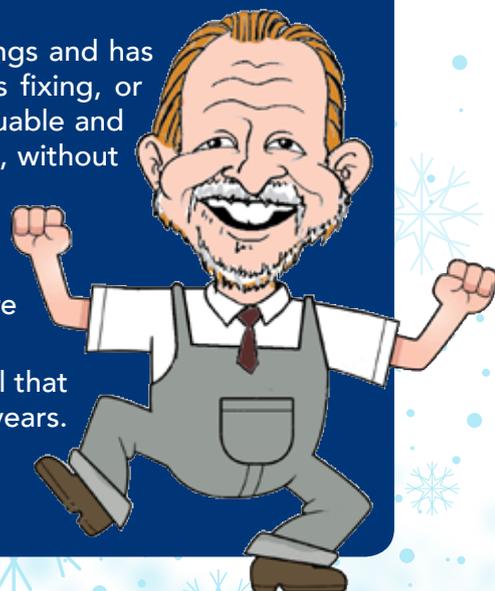
He became Treasurer in September 2015 and has proved to be an excellent Office Bearer and Treasurer since. A Chair needs good support and advice from Office Bearers, and Patrick has certainly been a solid rock whose words of wisdom (and humour) have helped me enormously since 2015.

Patrick has had an excellent attendance record at Committee Meetings and has often come to them either after climbing down from a roof he was fixing, or fresh from lambing. His input at meetings has always been very valuable and interesting, and he commands great respect from us all. Patrick has, without fail, been a dedicated and loyal member of the Association and our Committee. He has always been available to meet with myself, Office Bearers and staff when required – on occasion at short notice

Hopefully Patrick – sheep permitting – will be able to enjoy more leisure time.

We thank him for all his support and dedication, and our thanks for all that he has contributed to our Committee and Association over the past 8 years.

We hope that we will see him at our AGMs in the future.



# Festive Period Repairs Service

When our offices are closed, our repairs service will be restricted to an emergency repairs service only. This means that from 12 noon on Tuesday 24th December 2019 until 9am on Monday 6th January 20, we will only respond where an emergency repair is needed.

## What you can do to help

Before the office closes for the festive period please make sure:

- you can set and adjust your heating controls
- you can reset tripped circuit breakers
- you can get access to and turn off your water mains stop valve
- you know how to check/top up your gas or electric pre-payment meter (where applicable)



Heating breakdowns can be a particular problem at this time of year if spare parts have to be sourced and suppliers are closed for the holidays. Please try to have at least one alternative heater available to use until a repair can be carried out.

Utilities firms should be contacted when mains supplies of electricity, gas or water are affected.

**To report emergency  
repairs, call our out of  
hours service on**

**01555 435944**

# Useful information

**Clydesdale Housing Association - 99 High Street, Lanark ML11 7LN**

Call us on 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/)

Opening Hours: Monday – Thursday 9.00am – 1.00pm; 2.00pm – 5.00pm

Friday 9.00am – 1.00pm; 2.00pm – 4.00pm

Our office is closed every Tuesday between 12.00pm and 1.00pm for staff training

**This year we will close for the Christmas/New Year break from 12 noon on Tuesday 24th December 2019 and will reopen on Monday 6th January 2020 at 09.00am**

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



HAPPY TO TRANSLATE

## Useful information to cut out and keep!



General enquiries, rent payment, debt advice, housing issues and Repair Service

**01555 665316**

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

## Emergency contact numbers

**Smell of gas**  
Scottish Gas - **0800 111 999**

**No electricity supply**  
SP Energy Networks **0800 092 9290**

**No water supply/burst pipes**  
Scottish Water **0800 077 8778**

**Anti-Social Behaviour**  
South Lanarkshire Council  
**0800 389 1105**

**Out-of-hours Noise Team**  
South Lanarkshire Council  
**0800 24 20 24**

**Paying your rent Allpay**  
**0844 557 8321**  
or [www.allpay.net](http://www.allpay.net)

**Cleansing Services**  
(refuse collection, wheelie bins, special uplifts)  
South Lanarkshire Council  
[www.southlanarkshire.gov.uk](http://www.southlanarkshire.gov.uk)  
**0303 123 1020**

Environmental Services  
(pests, vermin)  
South Lanarkshire Council  
[www.southlanarkshire.gov.uk](http://www.southlanarkshire.gov.uk)  
**0303 123 1015**

