



SUMMER 2020 ISSUE

NEWSLETTER

News from Clydesdale Housing Association

01555 665 316

www.clydesdale-housing.org.uk

photograph by Bob Hamilton Photography www.bobhamiltonphotography.com/index

Our Covid-19 Response

Covid-19 has brought about huge changes to the services we provide since lockdown began in March this year. We're pleased that we're now moving towards the end of lockdown but are taking a careful approach to any service reintroduction. Things may be different for all of us for some time to come.

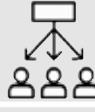
Over the coming weeks and months we will move from phases 3 to phase 4. We'll continue to broaden the range of services we offer, always following Scottish Government advice,

including cleaning surfaces, hand washing, social distancing and wearing face masks in certain situations.

Please note our office will remain closed to the public. We will keep our website and Facebook page up to date with service news.

In the meantime, please stay safe and contact us on **01555 665316** if you'd like to talk over anything about our services that's giving you concern.

Let us explain the steps we are taking just now

Services	Phase 3	Phase 4
Housing Management Tasks		
Tenant Home Visits	 Telephone / digital appointments only	Full service with controls if appropriate
Estate Inspections/ Close Inspections	 External and Internal close inspections with controls	Full service with controls
Allocations	 Full service with controls	Full service with controls
Arrears Management	 Case management through phone calls, letters, and digital contact by default	Full service with controls
Technical Services Tasks		
Emergency Repairs	 Taking place currently with appropriate risk assessments in place and full personal protective equipment as appropriate	Taking place currently with appropriate risk assessments in place and full personal protective equipment as appropriate
External Non-Emergency Repairs	 Can take place with appropriate risk assessments and full personal protective equipment as appropriate.	Full service resumed with appropriate risk assessments and full personal protective equipment as appropriate
Internal Non-Emergency Repairs	 Can resume but dependent on Scot Govt. and Public Health Guidance. And updated risk assessments from all contractors	Full service resumed with appropriate risk assessments and full personal protective equipment as appropriate

Services	Phase 3	Phase 4
Void Inspections	 With appropriate personal protective equipment and risk assessments in place	Full service resumed with appropriate risk assessments and full personal protective equipment as appropriate
Pre & Post Inspections	 These are possible but only if necessary and dependent on Scot Gov. and Public Health Guidance. Full personal protective equipment and risk assessments to be adhered to, as appropriate, if staff carrying out visits inside the home. We recommend virtual appointments as default position until Phase 4.	Full service resumed with appropriate risk assessments and full personal protective equipment as appropriate
Estate Inspections/Close Inspections	 External and Internal close inspections with controls	Full service with controls
Tenant Home Visits	 These are possible but only if necessary and dependent on Scot Gov. and Public Health Guidance. Full personal protective equipment and risk assessments to be adhered to, as appropriate, if staff carrying out visits inside the home. Recommend virtual appointments as default position until Phase 4.	Full service with controls if appropriate
Stage 3 Medical Adaptations	 With appropriate personal protective equipment and risk assessments in place and with full tenant consent.	Full service resumed with appropriate risk assessments and full personal protective equipment as appropriate
Cyclical Maintenance Statutory Checks	 The gas safety and electrical cylinder programmes have started with appropriate risk assessments and personal protective equipment in place	Full service resumed with appropriate risk assessments and full personal protective equipment as appropriate
Cyclical Maintenance - Safety checks	 With appropriate personal protective equipment and risk assessments in place	Full service resumed with appropriate risk assessments and full personal protective equipment as appropriate
External Planned Maintenance	 With appropriate personal protective equipment and risk assessments in place	Full service resumed with appropriate risk assessments and full personal protective equipment as appropriate
Internal Planned Maintenance	 Contract works can be resumed with tenant consent and appropriate risk assessments and controls in place. We will consider virtual surveys to minimise tenant contact.	Full service resumed with appropriate risk assessments and full personal protective equipment as appropriate

What has our repairs service been doing during lockdown?

From the beginning of lockdown until we re-commenced full service on 21 July 2020 our Repairs Team logged:

- **211 Emergency Repairs**
- **26 Urgent Repairs**
- **169 Non-Emergency Repairs**

The 169 non-emergency repairs reported during lockdown were placed on hold until the 21 July 2020 when we re-commenced the service.

Since recommencing the service, we have completed 132 of the repairs and 37 are still ongoing due to delays in obtaining materials from suppliers.



Working together to keep safe

When you call to book a repair, we will ask you about the health of the people in your household.

1. Our Contractor will call ahead before the appointment to make sure there have been no changes to health.
2. When our Contractor comes to your home, please remain in another room and leave doors open so they are not touching hard surfaces such as door handles and to help ventilate the area while the repair is being carried out.
3. Our Contractor will use a range of personal protective equipment (PPE) and hygiene measures suitable for the task and for your circumstances.



Notice of Annual Gas Safety Inspection

As you will be aware, it is vital that all gas systems and appliances are checked on an annual basis. This is to ensure the safety of yourself, your family and your neighbours.

As your landlord, Clydesdale Housing Association has a legislative duty (under regulation 36 1-12 GSIUR) to ensure that an annual safety inspection is carried out on all gas appliances and flues within their domestic properties. Please note you must ensure that you have adequate supply of gas and electric within your meters to allow the gas safety check to be carried out.

Froods our Gas Contractor, in conjunction with Clydesdale Housing Association, are continuing to monitor and follow guidance in relation to COVID-19 and your annual service has been deemed as essential work during this time.

We would therefore ask you to call at your earliest convenience if you are self-isolating, showing any symptoms, have been confirmed to have contracted COVID-19 or if you would like to re-arrange the appointment for any other reason at this time. Please contact Froods on **01555 663927** or Clydesdale HA on **01555 665316**

Please note that our staff will ask the relevant screening questions when you call in and the Engineer will also ask these prior to entering your property.

Froods are complying with guidance in relation to Personal Protective Equipment (PPE) for their operatives and all are supplied with gloves, masks and hand sanitisers.

Should you require any further information regarding your annual service, this can be found on Gas Safe website:

<https://www.gassaferegister.co.uk/help-and-advice/covid-19-advice-and-guidance>

Our engineers are complying with the social distancing guidelines. We do appreciate that your house may be busier than usual during lockdown being enforced, however, this is in the best interest for all of you. Ideally, we would ask you to vacate the room the operative is working in and they will then let you know when they have finished. The inspection will take approximately 30 minutes to 1 hour.



BULK WASTE UPDATE

There is still **NO BULK UPLIFT** service from South Lanarkshire Council due to the current Coronavirus Pandemic

Despite previous correspondence, there are, unfortunately some tenants still not adhering to our request. We appeal to you for your help in this matter.

Please DO NOT put any bulk items out they will not be uplifted. If you put items out this is fly tipping and you can be fined. We have taken some photos of this illegal practice and we will try to find out who is responsible.

We are sure you will be as shocked as we were by these photos so please think of other tenants and their families by helping us to help you. Please do not store items in the backcourt unless it is absolutely necessary and only then if it is not obstructing pathways and it is stored safely and remain mindful of any fire risk.

It is not the job of Clydesdale Housing Association to remove these items. Our staff carried out some uplifts as an emergency measure, because the items were presenting a hazard.

Unfortunately, this did not solve the problem as some residents continue to dump bulky items and other rubbish. While we are removing dumped rubbish, we cannot carry out other duties and the cost is having to be met by the Association.

South Lanarkshire Council's recycling centres are now open.

Please check the SLC website at:
https://www.southlanarkshire.gov.uk/directory/40/waste_and_recycling_centres

Finally, if you witness anyone dumping bulk items in the street, open space areas or your backcourt please report this to our Housing Team on 01555 665316.

Thank you for your cooperation.



Looking after your mental health during COVID-19

The Scottish governments “clear your head” campaign highlights practical things you can do to look after your mental health and wellbeing while continuing to stay at home.

Visit <https://clearyourhead.scot/> for tips resources and support.

If you need to talk someone about your mental health you can contact:

- **NHS 24 on 111**
- **Breathing Space -**
**You can phone the service free on 0800 83 85 87,
Monday to Friday: 6pm to 2am and 24 hours at weekends.**
- **Samaritans on 116 123 -**
**Free from any phone.
Open 24 hours a day 365 days a year.**



DOMESTIC ABUSE

Violence Psychological Physical Threatening
 Abuse Emotional Sexual Financial Controlling

Anyone can be a victim of domestic abuse

Domestic abuse happens in our communities and right across the country. Abusers and victims can be male or female, any race or religion and from all different types of background.

Domestic abuse has a big impact on children, even if they're not directly experiencing abuse. It can go on for a long time and often gets worse over time. It can be life threatening.

Domestic abuse is carried out by partners or ex partners. It can be:

- intimidation, degradation, isolation and control, with the use or threat of physical or sexual violence
- emotional or psychological
- physical
- sexual
- financial
- harassment and stalking
- online or digital abuse.

At CHA we encourage all tenants and household members to report domestic abuse, whether they are victims of, or witnesses to, such incidents. We will deal with all reports of domestic abuse with sensitivity. If you want to know more and how we can help, please speak to your housing officer on 01555 665316.

Here is a list of agencies that offer help and support.

Scotland's domestic abuse and forced marriage helpline is available 24 hours a day, seven days a week. Call 0800 027 1234 or email helpline@sdafmh.org.uk

Police Scotland offers advice on staying safe, reporting domestic abuse and the Disclosure Scheme for Domestic Abuse Scotland.

<https://www.scotland.police.uk/keep-safe/domestic-abuse/>

Scottish Women's Aid plays a key role in tackling domestic abuse in Scotland. It supports 36 local women's groups across the country.

<https://womensaid.scot/>

Abused Men in Scotland is a non-profit organisation for men experiencing domestic abuse.

<https://abusedmeninscotland.org/>

Fearless supports people experiencing domestic abuse in Scotland who identify as a man or from the LGBT+ community. <https://fearfree.scot/>

Respect offers advice for people who carry out domestic abuse.
<https://www.respect.uk.net/>

Hemat Gryffe supports BME women who are affected by domestic abuse.
<http://www.hematgryffe.org.uk/>

ASSIST is a specialist domestic abuse advocacy and support service focused on reducing risk to and improving the safety of victims of domestic abuse.

Its aim is to ensure victims of domestic abuse – women, children and men – are safe, informed and supported throughout their involvement with the criminal justice system.

<https://www.communitysafetyglasgow.org/what-we-do/supporting-victims-of-gender-based-violence/assist/>



Benefits & COVID-19 information available via WhatsApp

People can now access the most up-to-date benefits and support information via their smart phones using WhatsApp. The automated “chatbot” service, which can be accessed by sending ‘Hi’ in a WhatsApp message to 07860 064 422, has been launched to help combat the spread of incorrect information and to make the correct information easily accessible.

For employment, business and benefit information you should select option 5. Please note the service is for information only, your messages will be answered by an automated chatbot. If you need to contact DWP you should do so using the usual method of contact.

DWP is one of the first government departments to provide information via the WhatsApp service which includes information on benefits support available, how to check if you are eligible and how to apply.

Further information can be found by visiting:

<https://www.gov.uk/government/news/government-launches-coronavirus-information-service-on-whatsapp>

Useful support link Citizen's Advice Helpline Scotland –
0800 028 1456 Monday to Friday 9am to 5pm.

<https://www.citizensadvice.org.uk/scotland/about-us/get-advice-s/>



Find out what you can do if you are struggling because of coronavirus (COVID-19)

The UK government has launched a GOV.UK online service to find out what help you can get if you are affected by coronavirus.

You can use it for yourself or someone else. You can find information about:

- feeling unsafe
- going in to work
- paying bills or being unemployed
- getting food
- having somewhere to live
- mental health and wellbeing

Please visit

<https://www.gov.uk/find-coronavirussupport.gov.uk>

for further information.

£1,000 one-off payment of support for women with mesh complications

A one-million-pound fund will be run by NHS National Services Scotland for women who have experienced complications from vaginal mesh implants. Applications started in July 2020 and will run until June 2021.

The scheme is open to women who have experienced complications after having vaginal mesh implanted in procedures carried out by or on behalf of the Scottish Health Board.

Successful applicants will receive a one-off payment of support of £1,000. Further information can be found by visiting: <https://www.gov.scot/news/support-for-women-withmesh-complications/>

DON'T
FORGET

REMEMBER TO TELL US...

New telephone number?

New mobile phone number?

Changed your email address?

Changes to household details?

It's really important that we have the right details for you in case we need to get in contact for any reason. We have had a few instances lately where we haven't been able to get in contact with tenants.

Please remember to inform us of any changes in your household i.e. family members moving out or a new baby in the family! This keeps our records up to date.

You must get our written permission if you want to take in a lodger, sub-let part or all of your house, re-assign your tenancy (pass on the tenancy to someone else), carry out a mutual exchange or change your tenancy to a joint tenancy. If you need any advice on changes to your tenancy, please do not hesitate to contact your Housing Officer on 01555 665316

Talk to us about:

- Rent enquiries
- Housing Benefit
- Universal Credit
- General welfare benefit advice
- Allocations

- Housing list enquiries
- Estate issues
- Neighbour complaints
- Anti-social behaviour complaints
- General complaints

Pauline McMullan
Housing Officer



Telephone Pauline on: 01555 678947
E: pauline.mcmullan@clydesdale-housing.org.uk

Lisa Cochrane
Housing Officer



Telephone Lisa on: 01555 678945
E: lisa.cochrane@clydesdale-housing.org.uk

Jacqui Hart
Housing Officer



Telephone Jacqui on: 01555 678942
E: jacqueline.hart@clydesdale-housing.org.uk

Iain McMillan
Housing Officer



Telephone Iain on: 01555 678760
E: iain.mcmillan@clydesdale-housing.org.uk

What if I have difficulty paying my 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 due to Covid 19 please get in touch by contacting your Housing Officer on 01555 665316.

In the meantime, please continue to pay as normal wherever possible using the payments methods opposite.



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.

Best ways to pay rent



Pay online -

allpaypayments.net – Add an account-choose a password. You will be asked to add your PRN No. which is the 19-digit number on your payment card. Your housing officer can also supply this number if requested.



By Phone –

Call 0844 557 8321 (calls charged at 7p per minute) or Text- Register at allpayments.net/textpay

You can telephone your Housing Officer who can take a payment over the telephone or set you up with a direct debit.

Standing Order

You can call us on **01555 665316** and we will send you the appropriate form.

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 one by post.

Send the completed form along with your remittance to our offices at 39 North Vennel, Lanark ML11 7PT.



Our AGM

This year's Annual General Meeting will be held digitally on Wednesday 9th September 2020 at 7pm.

A delegate pack including the Agenda has been sent to all Shareholding Members. We will also send all Shareholding Members a report on the AGM within 7 days of the event taking place.

Best Start School age payment £250 – Applications now open!

The Best Start Grant School Age Payment is a £250 payment to help with the costs of preparing your child for starting primary school. Applications for children born between 1 March 2015 and 29 February 2016 opened on 1 June 2020 and close on 28 February 2021.

You cannot apply out with these dates.

You can apply for the Best Start School Age payment even if you are working as long as your child's date of birth falls within the eligible dates and you receive at least one of the following benefits:

- Universal credit
- Child Tax credit
- Working Tax Credit
- Housing Benefit
- Income Support
- Pension Credit
- Income based Jobseekers Allowance
- Income based Employment & Support allowance

If you're under 18, you do not need to be receiving any benefits to apply for a Best Start Grant or Best Start Foods.

Applications can be made online and paper applications can be downloaded and returned to Best Start Grants by visiting <https://www.mygov.scot/best-start-grant-beststart-foods/>. If you do not have online access, applications can be made by calling Social Security Scotland Best Start Grants on 0800 182 2222 Monday to Friday 8am to 6pm.

You may also be eligible for further Best Start Grants including:

- Best Start Pregnancy and Baby Payment (£600 for your first child and £300 for any child born after your first child.)
- Best Start Foods Card – A prepaid card that can be used to buy healthy foods for children under 3. The card can be used in shops and online
- Best Start Early Learning Payment - £250 towards the cost of preparing a child for starting nursery. (Applications can be made when the child is between the ages of 2 and 3.)

If you did not apply within the deadline dates due to the Coronavirus outbreak, you should still make a late application. Please note on your application that you have made a late application due to the Coronavirus outbreak; you do not have to give any further detail.

Please use the “Additional information box” to report a late application if you are applying online. Please ignore any late application warnings on the online service and continue with your application as normal.

You only need to fill in the Best Start Grant and Best Start Foods form once to apply for all the payments you can get now. (If your circumstances change in the future you may need to make further applications)



Warm Home DISCOUNT 20/21

This winter you could receive a one-off payment of £140 off your electricity bill for winter 2020 to 2021 under the Warm Home Discount Scheme.

The money is not paid to you - it's a one-off discount on your electricity bill, between September and March.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out.

The discount will not affect your Cold Weather Payment or Winter Fuel Payment.

Eligibility

There are 2 ways to qualify for the Warm Home Discount Scheme:

- you get the Guarantee Credit element of Pension Credit - known as the 'core group'
- you're on a low income and meet your energy supplier's criteria for the scheme - known as the 'broader group'

How you apply for the Warm Home Discount Scheme depends on how you qualify for the discount.

Pre-pay or pay-as-you-go meters

You can still qualify for the discount if you use a pre-pay or pay-as-you-go electricity meter.

Your electricity supplier can tell you how you'll get the discount if you're eligible, for example a voucher you can use to top up your meter

The 2020 to 2021 scheme opens on 12 October 2020 so contact your energy supplier to check the eligibility criteria.



Benefits Advice

Cold Weather Payment

You may get a Cold Weather Payment if you're getting certain benefits or Support for Mortgage Interest.

You'll get a payment if the average temperature in your area is recorded as, or forecast to be, zero degrees Celsius or below over 7 consecutive days.

You'll get £25 for each 7-day period of very cold weather between 1 November and 31 March.

The 2020 to 2021 Cold Weather Payment scheme starts on 1 November 2020. You'll be able to check if your area is due a payment in November 2020.

Cold Weather Payments are different to Winter Fuel Payments.

Winter Fuel Payment

If you were born on or before 5 October 1954 you could get between £100 and £300 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'.

You usually get a Winter Fuel Payment automatically if you are eligible and you get the State Pension or another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit).

If you're eligible but do not get paid automatically, you will need to make a claim.

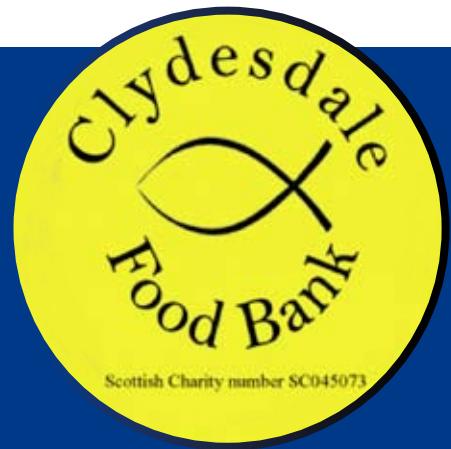
The deadline for claiming payments for winter 2020 to 2021 is 31 March 2021.

Most payments are made automatically between November and December. You should get your money by 13 January 2021.

If you do not get your payment, call the office that pays your benefits - their details are on any letters they sent you.

Any money you get will not affect your other benefits

Clydesdale Food Bank Service



has continued as before providing food and access to help with energy costs for those on prepayment meters.

How we can help you?

There are many reasons why a family or individual may need help with an emergency food parcel. Whatever your circumstances, we can help you and your family.



TALK

Talk to one of our referral partners in Clydesdale and ask for help. These include:



- Social workers
- Any health worker, including a doctor, nurse or health visitor
- Citizen's Advice Bureau
- Money Matters
- Women's Aid
- You Housing Officer
- Any minister or priest
- Any local councillor, MP or MSP

They will speak to you about your circumstances in complete confidence and discuss how they and the Food Bank can help you.

REFERRAL

Your details will be passed on to us here at the Food Bank. We will get in touch with you to arrange a suitable time to deliver your emergency food supplies



DELIVER

We will deliver to your home a package of canned and dried food, some fresh food, and some cleaning and personal hygiene products.

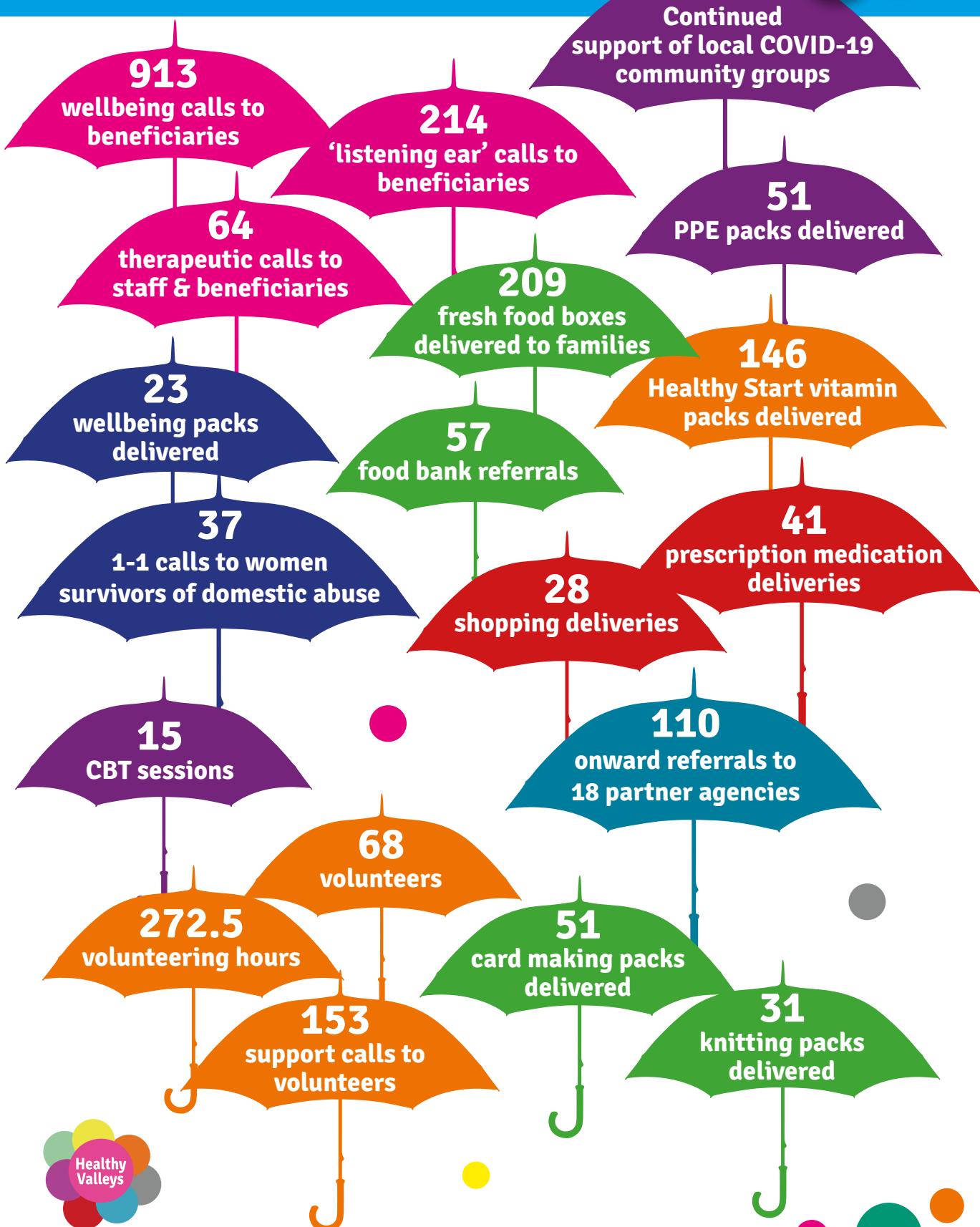
Our emergency food packages are designed to provide basic items.

PLEASE DO NOT CONTACT US DIRECTLY.

We cannot supply you with a food package unless you have been referred to us by somebody on the list above.



Healthy Valleys COVID-19 Response



COVID-19

Community wellbeing telephone line



The Community Wellbeing Line will help you in the current COVID-19 Pandemic. It is not for emergencies such as when you might need Police or Ambulance services, or for enquiries about normal council services like bin collections. You should continue to make use of the usual telephone numbers for these.

It will link you to community volunteers in your area who can:

- Deliver food packs to you
- Deliver hearing aid batteries to you
- Deliver free sanitary provision to you
- Help with other essentials such as baby milk or pet food
- Post letters for you
- Check you are okay in person or by telephone
- Possibly some other things, if you let us know what you need

Some of our volunteers may be able to help collect prescriptions for you.

Your volunteer will either have a council name badge or a letter from the Chief Executive to confirm who they are.

If you have an underlying health condition and have been advised to self-isolate for a period, then you should make us aware of this so we can assess what your needs are.

Guidance for people who are being helped by community volunteers

We need you to help make sure both you and the volunteers helping you remain safe by:

- Only asking your volunteer to do the tasks that have been agreed in advance with the helpline
- To help with infection control, making sure you don't ask them or let them come into your home
- Not giving money to your volunteer to carry out tasks
- Following any current advice about infection control that is coming from the government

You may find that someone comes to your house to check you are okay. This could be because a neighbour or family member has contacted the telephone line with a concern. Please let the volunteer know that you are all right, or if you need any assistance, and they can report this back. You do not need to open your door to do this; make sure you keep safe in the ways you usually would. Volunteers will be able to have a conversation with you from behind the door or through a window.

**You can contact the Community Wellbeing Phone Line on
0303 123 1009
The lines are open from 9am-5pm Monday to Friday**



We hope everyone working together to help will make sure you stay safe and well.

If you need this information in a different format or language, please contact us to discuss how we can best meet your needs. **Phone:** 0303 123 1015 **Email:** equalities@southlanarkshire.gov.uk
www.southlanarkshire.gov.uk

The image shows five circular promotional cards arranged in a grid-like pattern on a corkboard. Each card features the 'CanDo Community' logo at the top right and the 'SOUTH LANARKSHIRE COUNCIL' logo at the bottom right. The cards are pinned with blue pushpins.

- Help picking up prescriptions:** Shows a green car icon with a house inside and the word 'Delivery'. Text: 'Help picking up prescriptions'. Call to action: 'If you need help call the Community Wellbeing helpline 0303 123 1009'.
- Delivery of food parcels if you're in need:** Shows a yellow grocery bag filled with items. Text: 'Delivery of food parcels if you're in need'. Call to action: 'If you need help call the Community Wellbeing helpline 0303 123 1009'.
- Community Wellbeing helpline 0303 123 1009:** Shows a hand holding a smartphone with a green phone icon on the screen. Text: 'Community Wellbeing helpline 0303 123 1009'. Call to action: 'If you need help call the Community Wellbeing helpline 0303 123 1009'.
- Delivery of hearing aid batteries:** Shows a purple ear icon with a signal wave. Text: 'Delivery of hearing aid batteries'. Call to action: 'If you need help call the Community Wellbeing helpline 0303 123 1009'.
- Access to free sanitary provision:** Shows a white tampon icon. Text: 'Access to free sanitary provision'. Call to action: 'If you need help call the Community Wellbeing helpline 0303 123 1009'.

Best ways to pay rent

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allpayments.net – Add an account-choose a password. You will be asked to add your PRN No. which is the 19-digit number on your payment card. Your housing officer can also supply this number if requested.

By Phone –

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PAY YOUR RENT

REPORT A REPAIR

COMPLAINTS

TALK TO US

COMPLIMENTS

BENEFITS INFORMATION

FIND OUT WHAT'S GOING ON

ALLOCATIONS



Get in touch

Getting in touch...

39 North Vennel, Lanark ML11 7PT

telephone **01555 665316**

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

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

Office Opening Hours

Monday - Thursday 9.00am - 5.00pm

Friday 9.00am - 4.00pm