

Clydesdale
HOUSING ASSOCIATION

SUMMER 2019 ISSUE

NEWSLETTER

News from Clydesdale Housing Association



IMPORTANT NEWS

Emergency Repairs - when our office is closed

When our office is closed, we provide an emergency out of hours repairs service.

At 4pm on Friday 28th June 2019 we are changing the number you call for emergency out of hours repairs.



New emergency out of hours repairs number is -

01555 435944

How to report a repair

OUT OF HOURS

From Friday 28th June 2019 all out of hours emergency repair calls will be handled by KBVO and you can call them direct on

01555 435944

DURING OFFICE HOURS

The way you report repairs to us during the working day will not change.

If the repair is an emergency and there is a risk to your safety or serious damage to the property it is important you call us on

01555 665316 straightaway.

If the repair is routine you can:

- Call us on: 01555 665316
- Report it online at: www.clydesdale-housing.org.uk/forms
- Email us at: mail@clydesdale-housing.org.uk
- Write to us at the address below

Clydesdale Housing Association - 99 High Street, Lanark ML11 7LN
 Call us on 01555 665316 ■ Email us at: mail@clydesdale-housing.org.uk
 Send us an online message: www.clydesdale-housing.org.uk/contact-us/
 Facebook: www.facebook.com/ClydesdaleHousingAssociation/



HAPPY TO TRANSLATE

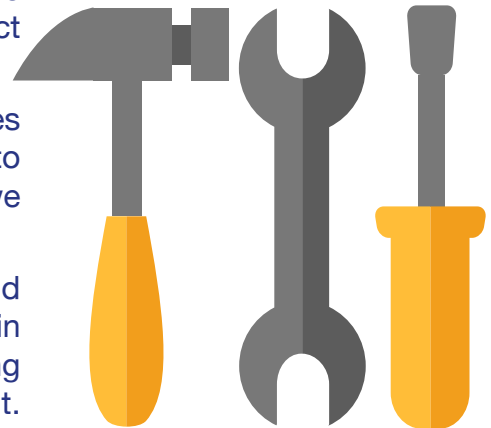
Repairs & Maintenance Policy Consultation

We will soon be reviewing our Repairs and Maintenance Policy and are keen that any decisions we make reflect what our tenants want.

It is important that you can influence the delivery of services we provide, and we will provide an opportunity for you to have a say before a decision is made on any changes we may make.

If you are interested in having a say on our Repairs and Maintenance service, then why not get involved and join our focus group. This will involve participating in a meeting to discuss the current service and our ideas for improving it.

Contact Elizabeth Miller on 01555 678768 or email her at Elizabeth.miller@clydesdale-housing.org.uk if you would like to take part and join our working group.



How can I get involved?

There are many ways you can get involved, and the process is not just about attending formal meetings.

These include:

- Letting your Housing Officer know your views on the local area, and where you think improvements could be made
- Complete questionnaires about the service you receive
- Take part in our Tenants Satisfaction survey
- Become a member of Clydesdale Housing Association
- Join the Clydesdale Tenants and Residents Group.
- Join the Clydesdale Scrutiny Panel



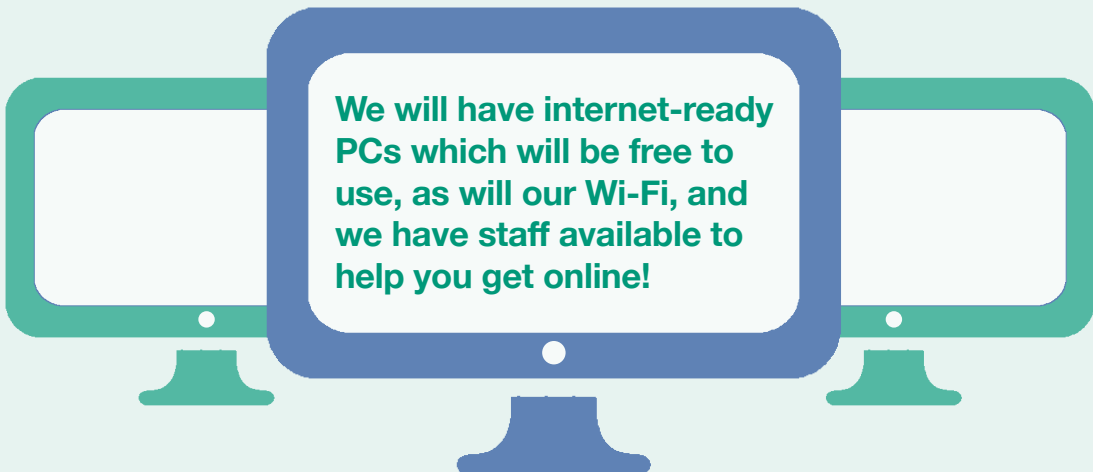
OUR NEW COMMUNITY HUB

Exciting times ahead



Our new Community Hub will be located within our new office at North Vennel in Lanark

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



We will have internet-ready PCs which will be free to use, as will our Wi-Fi, and we have staff available to help you get online!

Tenants Satisfaction Survey



Tenants will be able to tell us exactly what they think, through a major new survey which will take place later this summer.

As well as being a requirement of the Scottish Housing Regulator this survey is an important way for us to listen to tenants' views – and then act.

We have commissioned an independent market research company, Research Resource, to carry out the survey. They will be carrying out phone calls and home visits. The aim is to find out what tenants think about the service they get from us and the homes they live in.

If you take part in an interview the information will be kept confidential and no one at Clydesdale Housing Association will be aware of who has taken part or what any individual has said. You can feel free to answer the questions and say exactly what you think.

If you are a tenant, please look out for our interviewers and help them if you can. Interviewers will carry identification, so please ensure that you ask to see a copy of their identification. The interviews will last no longer than 20 minutes and will be carried out during the day, early evening and at weekends.

We aim to speak to as many tenants as possible, across all our housing. If you want to make sure that you are part of the survey, please contact Research Resource direct on 0141 641 6410. If you have any specific needs or wish somebody to support, you in the interview please let them know and they will do their best to assist you.

New Allocation Policy

We
are



Following consultation with our tenants, the new policy was approved by our Management Committee on the 24 April 2019 and went live on 1 May 2019.

Full details of the policy can be found at

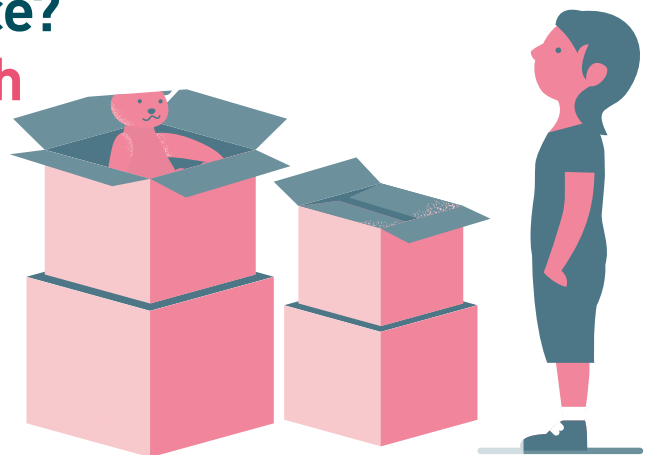
<http://www.clydesdale-housing.org.uk/downloads/>



**Room going to waste
or need more space?
Moving is easy with
House Exchange**

There are plenty of reasons you may want to move home. Let House Exchange help you find your ideal swap.

House Exchange is a national website with thousands of opportunities for you to find your ideal home swap. It is also completely free to register because your landlord is a partner.



**Why wait? Get started today, visit
www.houseexchange.org.uk**

Your Rent

Convenient ways to pay

There are various easy and convenient ways for you to pay

All Pay

- Go to www.allpay.net and enter your payment card or reference number
- You can download the allpay app for compatible mobile devices
- You can phone 0844 557 8321

Direct Debit

- You can call us on 01555 665316 or pop into our office at 99 High Street, Lanark and we will help you set up a direct debit

Clydesdale Housing Association

- All debit and credit card payments can be made to us by calling 01555 665316
- Alternatively, you can call into our office at 99 High Street, Lanark and pay by card

Standing Order

- You can call us on 01555 665316 or pop into our office at 99 High Street, Lanark and we will ensure you have the appropriate form.

If you're worried about paying, we can provide advice. We can also provide rent statements on request and discuss the most suitable option for paying your rent. Please contact your Housing Officer to check that you're up-to-date with your payments or if there's an easier way to pay.



It's important you pay your rent on time. Every tenant is due to pay their rent on or before the 28th day of every month.

Rent First

Unfortunately, our staff are spending a lot of time contacting tenants who pay their rent late or do not maintain their agreed payment arrangements with us.

We cannot stress enough the importance of paying your rent as this pays for essential services, such as repairs and ongoing improvement works to your home. To assist you in making payments on time we offer a wide range of payment methods. Some of these can be utilised 24 hours a day, 7 days a week.

If you are experiencing financial difficulties, please do not wait – contact us as soon as possible to discuss your rent account. Our Housing Services team will make a fair and affordable repayment plan with you. They can also offer you welfare benefit advice and will arrange to visit you at home if needed.

We are here to help so talk to your Housing Officer rather than ignoring the situation.

Save the date



Clydesdale Housing Association AGM

Our Annual General Meeting this year will take place on Wednesday evening, 4 September 2019 at Lanark Memorial Hall.

Invitations to all share-holders will be posted out nearer to the time, with more details about the event and the schedule for the evening.

Become a Member

Whether you're a tenant of the Association or simply have an interest in social housing, you can become a member of 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 or call into the office at 99 High Street, Lanark ML11 7LN.

Send the completed form along with your £1 to our offices at 99 High Street, Lanark ML11 7LN.

Our Vision and Values

Our Vision, which reflects our service user priorities, is to provide:

Quality homes and excellent services for all – for today and the future

We seek to deliver this through these Common Values that have been jointly developed by our Management Committee and staff:

- We listen and learn to improve how we work in the pursuit of excellence.
- We encourage leadership and teamwork to identify and share progressive ideas.
- We value our people's commitment and support their enthusiasm in achieving success.



Compliments have we done well?

Have you had a particularly good service from any of our staff members? Did someone go the 'extra mile' to help you? If you have, please tell us about it. It inspires staff to do even better and confirms we are 'doing the right thing'.

Thank you!

The input we gather from you through our Customer Satisfaction survey and complaints process is vital for enabling CHA to improve and learn.

Without it, we would be assuming what our tenants want and perhaps getting it wrong. That is why we want to thank you for taking

the time to share your thoughts with us, to help us provide you with a great service.

We encourage all our customers to speak to us, no matter what the issue is, good or bad. Call us on 01555 665316 or email us at mail@clydesdale-housing.org.uk if you want to speak to us.

If you've got young kids, make sure you apply for the relevant grant now.

The Best Start Grant is a package of three payments to help families that get certain benefits or tax credits with the cost of the key transitions in a child's life. *The application window for this year's School Age Payment is 3 Jun 2019 - 29 Feb 2020.

When to apply

Best Start | Grant



Pregnancy and Baby Payment: 24 weeks pregnant to 6 months old



Early Learning Payment: Aged from 2 to 3 and a half



★ **School Age Payment:** Born between 1 March 2014 and 28 February 2015

Are you over 60 and thinking of moving to a new house?

Did you know we have several amenity properties available to housing applicants who are aged 60+?

Amenity housing is for older people who are::

- Over 60 years of age
- Can manage going up and down stairs
- Looking to downsize

Want to apply?

You can apply to transfer from your current property to one of our amenity properties. All you have to do is talk to Pauline McMullan our Housing Officer for more information. She will tell you about what is available and help you complete the necessary forms. You can call Pauline on 01555 678947 or email her at pauline.mcmullan@clydesdale-housing.org.uk

Help is available?

Need help applying for welfare benefits? Speak to your Housing Officer who will check if you're eligible to claim housing benefit. Give the Housing Team a call on 01555 665316 to find out more.



Investing in your home

Our approach to planned and cyclical building works

We run a programme of planned and cyclical building works to make sure your homes stay in good repair and condition. Planning the work out over months and years ahead means we can be more cost effective and get more work done for the money available.

What we mean by planned and cyclical works

‘Planned works’ are large-scale works organised to deal with problems which have been reported. Planned works can include:

- Window replacements
- Kitchen and bathroom replacements
- Replacing central heating systems
- Making improvements such as installing new door entry systems

‘Cyclical work’ involves routine maintenance tasks that we conduct on a regular basis such as:

- Gas boiler servicing
- External repainting
- Cleaning or replacing guttering

What we are doing

It is going to be another busy year for our Technical Services Team, and we will be carrying out significant improvements to your homes.

Important items to note

Some works may be subject to a validation survey, access to your home will be required.

Due to the nature of these works the programme may be subject to change, i.e. inclement weather, contractor availability, statutory planning consents etc.



Cyclical Maintenance



We will carry out 295
Gas safety inspections



We will carry out 225
Electrical safety checks



We will carry out gutter cleaning
on all our properties



We will carry out external
painting at 200 properties

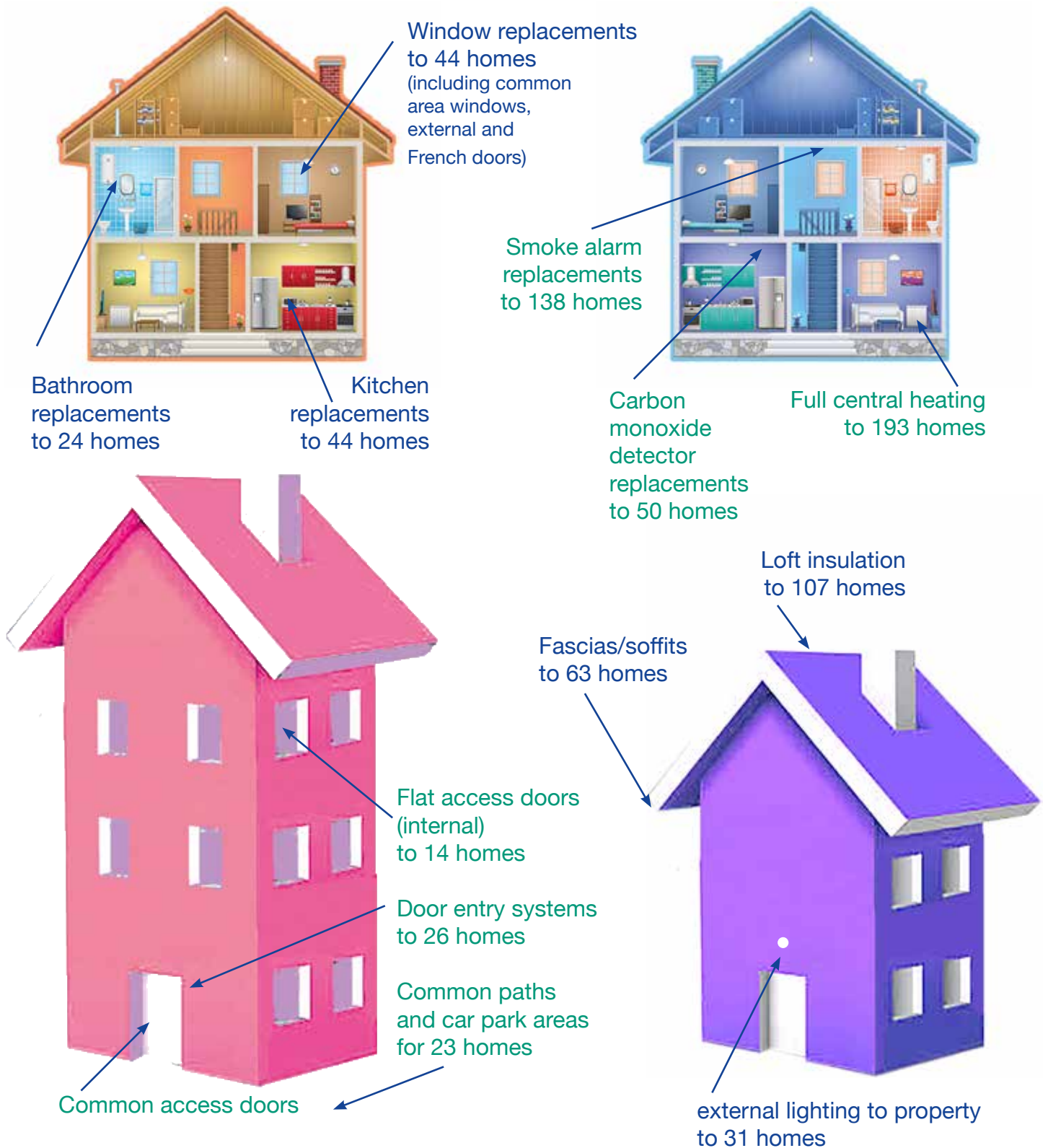


We will carry out 206
hot water cylinder service checks

IMPORTANT IT

Planned Maintenance

We will contact you directly if the work listed below affects your home



ITEMS TO NOTE

Pest Control



Unfortunately, tenants can sometimes experience infestations or vermin. It's the tenant's responsibility to deal with this, not the Association, although we might be able to help fill holes or sealing any gaps to prevent vermin accessing your home.

Common pests can include:

- **wasps**
- **mice & rats**
- **squirrels**
- **insects**
- **bees**

due to the decrease in the bee population they will only be removed if they threaten health.

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 03031231015 and they will attend and treat the problem. You must inform us if any follow up work that is required, such as filling in holes, when their work is complete.

Mice and rats: if you find either in your home, you can contact South Lanarkshire Council on 03031231015 and they will attend and treat the problem. 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 the Pest Controller is visiting. We will send our contractor to your home on the same day as the pest controller to fill in any areas where the squirrel can gain access.

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

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 is £48.77.
- removal of squirrels is £73.20

UPLIFTS

Clydesdale Housing Association carried out a number of estate inspections recently and identified items for uplift which were dumped in gardens and common areas.

Did you know?

- **As a tenant it is your responsibility to keep your garden and any common areas clean and well kept.**
- **Each tenant is entitled to ONE free uplift per year starting on the 1st April of each year?**

Have you considered sharing an uplift?

Have you considered talking to your neighbours to ask if they need any items uplifted?

This would increase the amount of uplifts you could benefit from each year and keep your estates neat and tidy.

For further information on sharing uplifts or to report items that have been dumped in gardens or common areas please call the Housing Services Team on 01555 665316.



Do you want to move to a new home?

Did you know you can apply for a transfer of house? If you are a tenant of Clydesdale Housing Association, you can ask to be transferred to another property owned by us. Who can apply for a transfer?

You can apply for a transfer if you rent from us and your circumstances have changed since you moved in, resulting in a need for a different home. This could be because:

- your family is now too big for your current home and it is becoming overcrowded
- your home is too big for you, for example because your children have now left home
- you are ill or have a disability and your current home isn't suited to your needs
- you would like to move to a different area

How do I apply for a transfer?

Talk to Pauline McMullan our Housing Officer for more information. She will tell you what is available, help you complete the necessary forms and add you onto the transfer waiting list. You can call Pauline on 01555 678947 or email her at pauline.mcmullan@clydesdale-housing.org.uk

Is there a cost?

No, there is no charge for applying for a transfer.



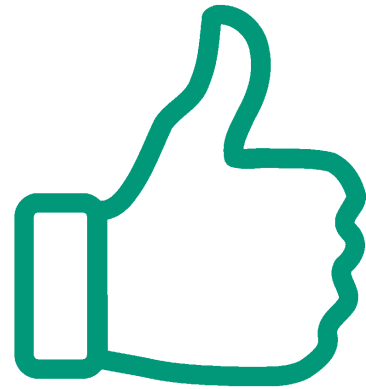
How long will it take to get a new home?

The transfer waiting lists does not work on a 'first come, first served' basis. We operate a points-based allocations system. Points are awarded depending on your housing need. Depending on why you need to move, you may have to wait before you are offered a new home.

Full details of our allocations policy can be found at <http://www.clydesdale-housing.org.uk/downloads/> or call us on 01555 665316 and we will post a copy to you.



How are we doing



We are committed to improving our services and adapting them to meet the needs of our tenants and residents. Measurement plays an important part in helping us understand where we need to improve and how much change we have brought about.

Each year, as part of our business planning process our Management Committee agrees the key performance indicators (KPIs) that will be used to measure and monitor our performance. The indicators selected help Management Committee to assess the progress that is being made in delivering the objectives set in the Business Plan.

In instances where the KPIs or measures show that performance is not at the level set by Management Committee, we provide an explanation as well as a description of the action being taken to bring performance back into line.



From 1 April 18
to 31 March 2019

95% of tenants said they were satisfied with the overall service provided by Clydesdale H.A.



From 1 April 18
to 31 March 2019

93% of tenants said they felt that Clydesdale H.A. is good at keeping them informed about their services and decisions



From 1 April 18
to 31 March 2019

91% of tenants said they were satisfied with the opportunities given to them to participate in CHA's decision-making processes



From
1 April
2018 to
31 March
2019

On average it took our contractors **2.5 hours** to complete emergency repairs



From
1 April
2018 to
31 March
2019

On average it took our contractors **4.5 working days** to complete non-emergency repairs



From
1 April
2018 to
31 March
2019

100% of properties that require a gas safety record had a gas safety check and record completed by the anniversary date



From
1 April
2018 to
31 March
2019

93% of our tenants said they were satisfied with the management of their neighbourhood

Where is performance reported?

Our performance is reported to our Management Committee using a Scorecard showing our current performance, trends and a forward look.

We also report performance directly to you each year in the Annual Report, this will be produced soon.

Do you know someone looking for social housing?

Did you know you can apply for social housing if you are aged 16 or over?

How easy is it to get social housing?

When you put your name down on the waiting list, you will be awarded points, depending on your situation. The more points you have, the higher up the list you will be. For example, you may get extra points if:

- your current home is overcrowded
- you're homeless
- you're disabled and your current home isn't adapted to your needs.
- your home is currently underoccupied.
- you don't have your own tenancy

However, you may have to wait a while before you are given accommodation.

What are the advantages of social housing?

Social housing tends to be cheaper than private rented accommodation, and you won't have to pay a deposit before you move in. We also offer all new tenants advice, for example, we may be able to help you to apply for benefits and to work out a budget.

CONTACT



Pauline McMullan
Housing Officer

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

Tenant's Right to Repair scheme

For small urgent repairs

Under the Housing (Scotland) Act 2001, Scottish secure tenants and short Scottish secure tenants have the right to have small urgent repairs carried out by their landlord within a given timescale.

When you report a repair, we will advise you if your repair qualifies and the maximum timescale we must complete your repair within. We may need to inspect your property first to see if your repair qualifies.

A list of repairs and timescales is provided below. If these repairs are not started within the timescales provided in the scheme, you have the right to contact us to ask for the alternative contractor.

1 day

- Blocked flue to open fire or boiler
- Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house
- Blocked sink, bath or drain
- Loss of electric power
- Partial loss of electric power
- Insecure external window, door or lock
- Unsafe access to path or step
- Significant leaks or flooding from water or heating pipes, tanks, cisterns
- Loss or partial loss of gas supply
- Loss or partial loss of space or water heating where no alternative is available
- Toilet not flushing where there is no other toilet in the house
- Unsafe power or lighting socket or electrical fitting
- Loss of water supply

3 days

- Partial loss of water supply
- Loose or detached banister or handrail
- Unsafe timber flooring or stair treads

7 days

- Mechanical extractor fan in internal kitchen or bathroom not working



Should you request this, or should the alternative contractor fail to complete the repair within timescale you may be entitled to compensation. The compensation only applies to jobs included in the Right to Repair scheme. You do not need to make a claim for this compensation we will pay this automatically to you. If the repair is not started by the target date you may be entitled to £15 compensation with a further £3 for each working day beyond target until the repair is completed. The maximum compensation claim is £100 in any claim.

For more information contact our Technical Services team on 01555 665316.

Estate Inspections

want to have
your say?

As part of our estate management service, we inspect and maintain areas that we own, as well as shared areas. These areas include landscaped areas with grass, shrubs and trees, and any footpaths or hard landscaped areas which are not maintained by South Lanarkshire Council. For flats, the shared areas also include the roof, stair entrance door and external walls. Your Housing Officer carries out estate inspections on a regular basis and reports repairs as required.

Some tenants living in flats are responsible for cleaning closes and stairs in their building. We also check that gardens don't become overgrown or littered with refuse.

With over 730 properties we get around them all eventually, but if you see an overgrown garden or have concerns about a tenant not disposing of refuse correctly, let us know.

You can also contact us if you would like to join your Housing Officer in reviewing the estate or you have an area you want to highlight.

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



Clan



St Andrew's Hospice are delighted to have received a National Lottery award from The National Lottery Community Fund. The award, matched with funding from the South Lanarkshire Health & Social Care Partnership, will be used to fund Compassionate Lanarkshire (CLAN) for three years.



CLAN is a partnership project between St Andrew's, Kilbryde and Strathcarron Hospices which aims to support vulnerable and isolated individuals and families in Lanarkshire affected by a life-limiting illness including; cancer, chronic obstructive pulmonary disease, heart disease and progressive neurological conditions.

The project will offer emotional, therapeutic and practical support to help individuals and families identify, value and build on their strengths to achieve the best possible quality of life. CLAN will work with service users - clients and carers - in their own homes and communities to identify and build on their strengths, increase knowledge and understanding, manage stress and anxiety, enhance resilience, improve emotional health and wellbeing, identify and access services, supports and opportunities: all with the aim of reducing isolation, loneliness and anticipatory grief.

The National Lottery Community Fund Scotland Chair, Maureen McGinn, said: "I am delighted that St Andrew's, Kilbryde and Strathcarron Hospices have been successful in securing a grant from The National Lottery Community Fund. The award will make a big difference where it is needed most and I wish the Compassionate Lanarkshire partnership every success as it goes on to develop and expand its project for the benefit of their local community."

Roy Farquharson, Deputy Chief Executive of St Andrew's Hospice and bid lead said:

"The three Hospices which make up the CLAN partnership are delighted to have been successful in our bid to secure this funding and are excited to develop and implement this project across Lanarkshire over the next 3 years. Including contributions from each Hospice, over £1 million will be available to ensure individuals living with life limiting conditions and their families have increased access to specialist support and utilise their individual strengths to improve their quality of life. Our CLAN teams, which include Co-ordinators, Support Workers, Complementary Therapists and Volunteer Befrienders, will work with the client and their family to support individual needs."

Val de Souza, Director, Health and Social Care, South Lanarkshire Health and Social Care Partnership said, 'This initiative is a further step in our commitment to maximise the support available for service users and their carers to assist people to remain at home when it is their wish to do so. We will look to see how this service can be expanded to wider community groups to further the range and reach of our partners in providing as much support as people need as close to their own homes as possible in a way which is accessible to them.'

About St Andrew's Hospice:

St Andrew's Hospice is a registered charity providing specialist palliative care for patients with life-limiting conditions which require complex symptom management, and/or end-of-life care. It provides multidisciplinary support for patients, their families and carers.

The service is provided completely free of charge for the adult population of North and South Lanarkshire and is open to all without distinction of race, gender or creed.

St Andrew's Hospice (Lanarkshire) Ltd is a charity registered in Scotland, No SC010159
<http://www.st-andrews-hospice.com/>

ESTEEM

Clydesdale

Supporting mental health and suicide awareness.

Esteem Clydesdale Official Opening Day - 15 Bannatyne Street, ML117JR Lanark, United Kingdom

We are delighted to be holding our official opening day on **Saturday, 6 July 2019 from 10:00-14:00**. Dougie Imrie will be here to cut the ribbon and sign autographs.

Please come along and meet the team, find out more of what we do and our plans for the future.



Wee Read expressive writing at The Maggie's Lanarkshire on Tuesday 2nd July and the 1st Tuesday every month between 1-3pm.

A small, friendly group where we read aloud from poems and stories. Then, we have a wee chat and write a few lines.

Whatever you write is right! For anyone affected by cancer. See more at www.weeread.scot

Reading, writing and chatting are helpful to your health & wellbeing. Please call the Maggie's staff to book on 01236 771199.

All welcome! Enjoy a cuppa and a blether.

No writing experience is needed. Just come and listen - try it and see! We enjoy poets old and new but always the very best!

The Moira Anderson Foundation

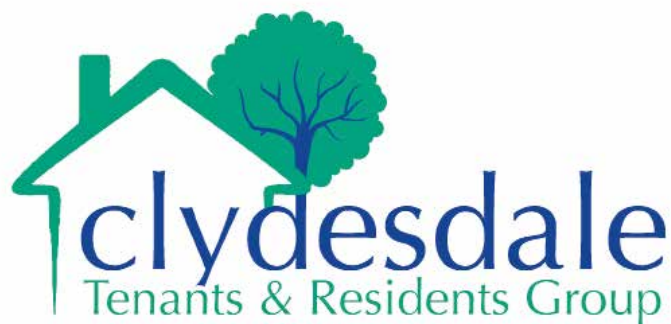
The Moira Anderson Foundation is launching a major fundraising campaign to expand its premises to help meet continuously increasing demand for its services. We are aiming to raise £50,000 through our 20/20 initiative, so called because the foundation will be celebrating its 20th anniversary next year. We plan to reconfigure our Mavisbank Street base to provide more counselling spaces. Staff and volunteers are then ultimately hoping to raise a grand total of £250,000, which will allow us to purchase additional nearby premises to be used for extra therapy spaces and office facilities for our growing organisation.

As referrals continue to rise year on year, with over 400 people receiving support in the last year, our current premises, although in a great location, are not ideal for purpose. Raising the required funds will enable us to meet the growing demand for services. It will provide full wheelchair access, give us a more flexible space and create a more welcoming and suitable environment for clients visiting the centre.

We are currently kicking off the campaign by contacting local businesses seeking donations towards reconfiguration and expanding our premises. We are hoping people will support the appeal by running their own fundraisers, anything from a bake sale to completing the Kiltwalk.

Donations can be made to the Foundation via www.justgiving.com/moiraandersonfoundation, the donate button on our Facebook page and by cheque payable to the Moira Anderson Foundation. You can send your cheque to Moira Anderson Foundation 3 Mavisbank Street, Airdrie, North Lanarkshire ML6 0JA.

How to secure your home when you're on holiday



Most burglaries occur when there is nobody at home. So, it's important to secure your home effectively when you are away on holiday.

A house that advertises that it's empty is an open invitation to opportunist burglars. Don't make it easy for them. There are simple steps you can take to reduce the likelihood of burglars targeting your home.

Lock all the doors and windows: Lock all your doors and windows and remove the keys from all locks and hide them from view, while letting key holders know where they are.

Don't tell everyone you're going away: you might be excited but announcing loudly in the local shop, or on social media, that you're off to Puerto Rico for three weeks is not a good idea. You don't know who is listening. Equally, don't leave messages on answerphones explaining that you are away. Try to restrict information about your whereabouts to trusted friends and neighbours.



Cancel any deliveries: newspapers piling up on the doorstep or poking out of the letterbox are a clear sign that nobody is home. Ask a neighbour to remove free newspapers and post from your mat, particularly if it can be seen through a glass panel. Royal Mail's Keepsake service will hold letters and parcels for you while you are away.

Remove or conceal your valuables: don't leave valuables where they can be seen through a window. Avoid obvious hiding places in your home such as your sock drawer, or a fake can filled with valuables in the fridge – burglars are wise to these tricks.



Keep the garden clear: mowing the lawn before you leave will not only prevent you from returning to a jungle, but a tidy well-kept garden makes it look like the property is occupied. Bring in washing from the line and from drying racks that can be seen through windows. Ensure you lock away any garden or DIY tools that could be stolen or used to break into your home.

Leave curtains and blinds open: curtains drawn during the day are a giveaway to burglars. Ensure all valuables are removed from plain sight but keep the curtains open.

Install lights on a timer: lights going on and off are a clear indication of occupancy. You can also install photosensitive bulbs that switch on when it gets dark externally, or buy timer plugs that will switch lamps on and off.

Enlist the help of your family and neighbours: if you can get somebody to come into your house on a regular basis and turn some lights on and off, open and close curtains, remove any post, move your car a bit, or leave their own on your drive and water your plants, this makes the house look lived in.

Check your household insurance: ensure your cover will be valid while you are away. Many policies have clauses that do not allow you to leave the house vacant for more than a certain time. Notify the insurer if you have a house-sitter or non-family member staying in your home.

Most importantly – enjoy your time away and try not to worry.



The Lanimer Celebration is held in Lanark on the Thursday between the sixth and twelfth days of June and has been held annually since the year 1140.

Thursday the 6th June 19 saw the 'Big Day' and Lanark hosted a large procession.

The climax of the Lanimer Procession is the Crowning of the Lanimer Queen in front of Her Court - crowned by the Crowning Lady under the watchful gaze of Lanark's statue of William Wallace.

Lanimer day came to a thrilling finale when the massed bands play a stirring selection of music in the Evening Spectacular at Lanark Cross.

Nikki McLachlan, our
Technical Services Assistant,
and her beautiful daughter
Iraena taking part in the
day's festivities



Office Closures

Please note that the office will be closed on the following dates:

Glasgow Fair –
Fri 12th July 2019
and Mon 15th July 2019

September Weekend –
Fri 27 September 2019 and
Mon 30th September 2019

Christmas & New Year
Wed 25th December 2019 –
Fri 3rd January 2020

If you need an emergency repair at weekends or while the office is closed, please contact our emergency number:
01555 435944

Get in touch



HAPPY TO TRANSLATE

Getting in touch...

99 High Street, Lanark ML11 7LN

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 – 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