



*Clydesdale*  
HOUSING ASSOCIATION

SUMMER 2022 ISSUE  
**NEWSLETTER**  
News from Clydesdale Housing Association

# TENANT F

## Compliments and Complaints

At CHA, what is important to us are the changes we see in people's lives. Some are small changes, some are huge... all are significant to us. Did a member of our team or a contractor go the extra mile? We think our people are awesome and if they make your day extra special, we would love to hear why. Contact us via [mail@clydesdale-housing.org.uk](mailto:mail@clydesdale-housing.org.uk) or call us on 01555 665616 or complete our online contact form [www.clydesdale-housing.org.uk/contact-us/](http://www.clydesdale-housing.org.uk/contact-us/)



## Your Feedback

Here is some feedback that we have received over the last year in respect of the reactive repairs service and our staff:

*It's good to get quick repairs done. Very helpful service and also the people carrying out their service with a good friendly and understanding nature*

*Very fast time from report to repair. All staff courteously and friendly.*

*I've had this contractor in the house on two occasions and he is a) great at his job and b) a genuinely friendly guy. Really impressed by his work and his attitude too. Really appreciated him sitting out my kitchen counter and drawers for me moving in too, totally hassle free.*

*I reported an issue with the locks on my doors in the morning and within a few hours they had been changed thanks to Claire at CHA and Stuart the joiner/locksmith. I feel I may need to get a mortice lock at some point in addition to the yales, as extra security, but this a responsibility that I can take on myself.*

*The workman was, friendly, mannerly, and done a very good and quick job. He also tidied up when job was done. very satisfied. thankyou Clydesdale.*

*The plumber who came into to my home was very courteous, professional and had a lovely manner. When the task was complete, he took time to explain exactly what the problem had been and didn't leave until I knew how to operate the shower...*

*I've had a few repairs recently, and have no complaints, calling to report repair required is very easy, and contractors are on the phone organising suitable days fairly quickly, all tradesmen completing repairs have been very professional*

*Clydesdale are always on the ball with whatever problem you have, friendly and pleasant staff and the contractors always do a great job and they are also very friendly and pleasant. Since moving in Clydesdale have been excellent can't say a bad word about them. Keep up the good work*

We aim to give you the best customer service possible. But if you feel we've fallen short of this, please let us know. We'll work with you to put things right and we'll always try to use your feedback to improve things where we can. Our Complaints Process lets you know how to go about making a complaint and how to take it further, if you need to.

# FEEDBACK



## 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 will commission an independent market research company to carry out the survey. They will be carrying out home visits or will give you a call. Their aim is to find out what tenants think about the services they get from us and the homes they live in.

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.

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.

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 us on 01555 665316. 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.

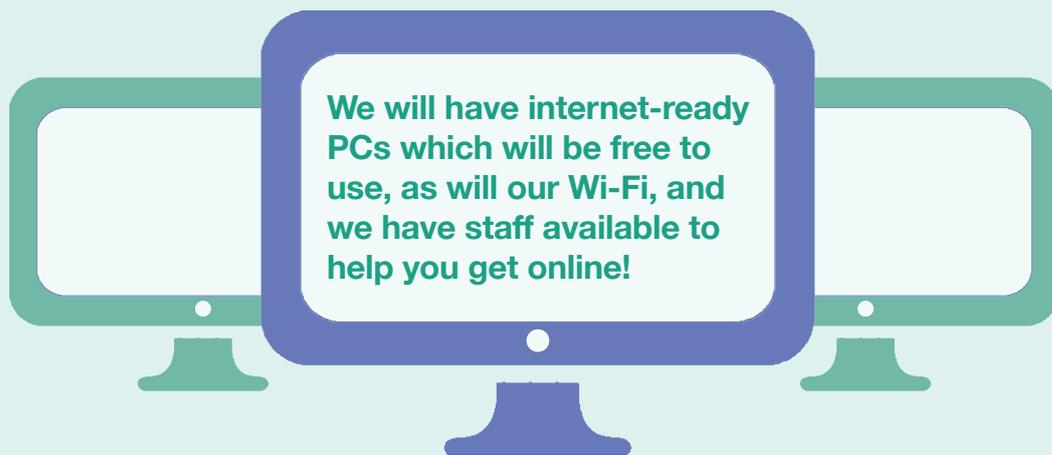


# Community Hub - Update

Our community is Hub based in the heart of Lanark. A variety of groups are currently using our facilities and most of the regular activities are run by members of the local community and range from the U3A clubs such as the book, humour, and ukulele to Health Valleys Play, Read, Sing children's sessions as well a weekly visit by the TSB.

Our facilities allow you to provide activities and classes for children, youths and adults alike, we will try to cater for every aspect of your life, from socialising, to interests, exercise and wellbeing, to training and employment, activities and events for everyone to enjoy!

The Hub provides 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!**

## Community Hub Rooms for hire

- 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.

To hire one of our fantastic Community Hub rooms, call Elizabeth or Elaine on

**01555 665316 or 01555 678768**

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

# Would you like to update your digital skills?



In partnership with Forth Community Resource Centre, Clydesdale Housing Association are offering FREE digital skills, advice and support to our tenants and all local residents.

Current technologies are being replaced by more advanced ones increasingly rapidly, so having a strong digital skillset, and feeling confident in your own capabilities to navigate through a constantly changing digital environment are very important.

Learn about these subjects:

	<a href="#">Using your computer or device</a>		<a href="#">Finding a job online</a>
	<a href="#">Online basics</a>		<a href="#">Improving your health online</a>
	<a href="#">Office programs</a>		<a href="#">Managing your money online</a>
	<a href="#">More internet skills</a>		<a href="#">Public services online</a>
	<a href="#">Online safety</a>		

**For Anything Else - Just ASK**

The digital skills sessions are taking place on Tuesday the 16th and 30th of August 2022 from 2pm to 4pm at Clydesdale Housing Association Community Hub at 39 North Vennel, Lanark ML11 7PT.

To book an appointment you can visit our office or call us on 01555 665316 or email us at [mail@clydesdale-housing.org.uk](mailto:mail@clydesdale-housing.org.uk) Each booking slot is 20 minutes long. Help will be provided on a 1-to-1 basis.

## **I can't make these dates or times but I need some help, what can I do?**

If you need help with your digital skills and are unable to make it on these days, we are happy to provide you personal help on another day and time.

## **My enquiry will take longer than 20 minutes to resolve.**

If your enquiry will take longer than 20 minutes, we can organise another appointment for you on another day and time.

## **I don't have a device of my own, what can I do?**

We have 3 internet-ready PCs which are free to use at any time during working hours.

## **Can I bring my own device?**

Of course, you can. We will be happy to show you how to navigate your way around your own laptop or mobile device such as a phone or tablet.

# 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



# A message from our Housing Management Team

## Gardens, hedges and common areas

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

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

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

Storage is a huge problem for us all in our day to lives, this can be made harder when you live in a block of flats and share communal spaces. With the summer months ahead of us we know lots of people will be out with bikes, families will be out with prams and kids out with their toys. This is also the perfect time of year for having that Spring clean and getting rid of things you don't want anymore.

We would just please remind everyone to be conscious of their neighbours and to keep common areas clear, not only does this help

neighbour relationships but also blocking exits can pose a serious fire safety risk both to people trying to escape in the event of a fire and fire safety crews trying to gain access.

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

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

You can call South Lanarkshire Council's uplift service on 0303 123 1020 or online at [https://www.southlanarkshire.gov.uk/info/200155/uplifts/26/special\\_bulk\\_uplifts](https://www.southlanarkshire.gov.uk/info/200155/uplifts/26/special_bulk_uplifts)



# Keeping you safe in your home

## *Keeping your home safe*

Our Technical Services Team are working hard to ensure your homes are safe and that we are meeting our obligations according to the law and all housing regulations for landlords.



## *Electrical Safety*

CHA also has a responsibility to carry out basic safety checks to ensure electrical installations work safely. The law requires us to ensure the installations in our homes are safe when a tenant moves in.

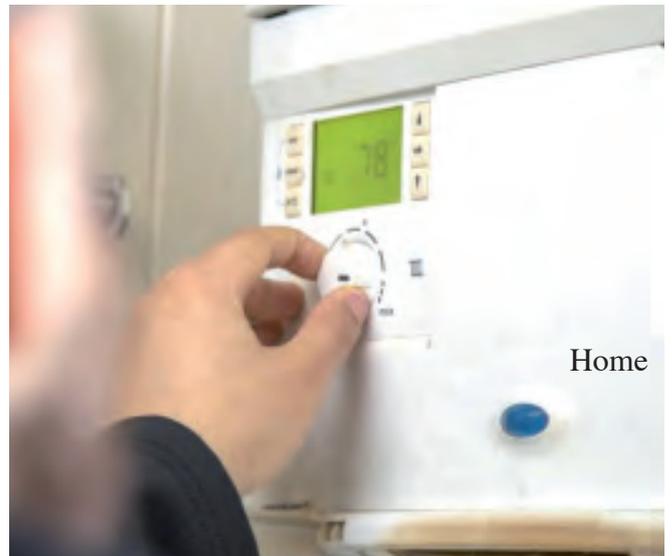
You should never try to carry out your own electrical repairs and always let us know if you suspect an electrical problem in your home.

During your tenancy we may also carry out a periodic electrical inspection. These are recommended to take place every 5 years to make sure there is no deterioration due to damage, wear and tear or other environmental factors such as overloading or corrosion.

## *Gas Safety*

As your landlord, we're responsible for making sure any gas appliances and pipework in your home are safe and working normally. So, we carry out annual gas safety checks in all of our properties with a gas supply. The law also applies to you in ensuring that you allow us access to your home to carry out the annual Gas Service Inspection.

To ensure we meet our obligations, we programme gas servicing every 10 months. This allows time for any replacement parts that might be needed and to work around your availability.



## *Help us keep you safe by allowing access to your home promptly.*

When your next safety check is due, our contractor will send you a letter with an appointment date and time. Please use the contact details on the letter to inform the contractor if this date/time is not convenient for you so that the appointment can be rearranged. Failure to comply with the gas safety appointment could result in legal action being taken against you/your tenancy.

On completion of the Gas Service, we'll provide you with a copy of the relevant certificate within 28 days so you too have assurance that your gas appliances are safe to use.

# Asbestos safety

The use of asbestos was banned in the UK in 1999, however, a lot of our housing was built or refurbished before this time and some properties may contact asbestos materials. Products containing asbestos can look the same as those that do not, so you should always be careful.

In line with legislation and Health and Safety Executive's guidance, it is our policy to leave asbestos containing materials that are in good condition in place. We ask our contractors to assess homes for asbestos during improvement or alteration work, and will tell you about any possible risks.

CHA operates an asbestos management system which allows us to monitor and manage the presence of asbestos containing materials within our housing stock. This system is reviewed regularly to ensure our contractors' and tenants' safety. We will make sure that any material containing asbestos is kept in a safe condition. If we need to remove any material containing asbestos from your home, we will use a specialist contractor.

The asbestos found in houses presents a low risk and is unlikely to harm your health. It is important to remember that as long as asbestos containing materials are in good condition, they do not pose a significant risk to health.

Other safety inspections and servicing requirements exist for services such as:

- Fire alarms and emergency lighting systems
- Water Hygiene and the prevention of legionella

It's important you allow access whenever asked so we can identify any potential risk to your home and your safety.

If you have any queries about gas or other safety inspections, you can call our Technical Services Team on 01555 665316 option 1.



The risk of contracting legionella in the domestic home is minimal and most protection from legionella has to be undertaken by people actually living in the home and using the water systems. There are some simple steps that you must take to help protect you and those in your home:

1. You have to turn your shower on and run it for a few minutes at least once a week, preferably more often than this, to flush out stale water.
2. You have to make sure that you dismantle, scrub and de-scale your showerheads and shower hoses at least once every 3 months or earlier if scaling is evident. This is easily done by removing the shower hose and head and leaving it soaking for half an hour in white vinegar then scrubbing off any deposits. You should then rinse it in warm water to wash off the vinegar.
3. If you have a spa type bath you have to make sure you clean it with appropriate approved chemicals at least once weekly.
4. You should make sure that you run water through all the hot and cold water taps throughout your home on at least a weekly basis.
5. Temperatures above 60°C will kill Legionella bacteria so make sure that the temperature of the hot water in your boiler/cylinder is set at a minimum of 60°C. Beware of burns and scalding and take extra care if you have children. Legionella can survive in low temperatures, but thrive at temperatures between 20°C and 45°C.

These are very simple steps to help protect you in your home and minimise any exposure risk. These precautions are even more important if you are over 50 years of age or suffer from ill health. If you would like more advice on this matter please contact a member of staff at our office to discuss.





# Clydesdale Housing Association - stepping up support for our tenants struggling with energy costs.

Our partners, the Wise Group, have started to roll out the second payment of £170 Heat Vouchers to all our tenants.

The Wise Group, who are administering the payments on our behalf, will be in contact with our tenants over the coming weeks to make sure the £170 heat voucher payment is paid to their energy supplier.

They will also check if tenants may benefit from other funding that they can access as well as checks on what benefits they are entitled to such as Personal Independence payment (PIP) and attendance allowances.

The Wise Group can also access hardship funds from fuel suppliers to wipe longstanding debts from customer accounts and access the Warm Home Discounts for those eligible.

For more information on the work of the Wise Group Tackling fuel poverty with free, impartial energy advice - visit

<https://www.thewisegroup.co.uk/energy-advice/>

*"I can't say thank you enough, I was down to my last few pounds, and I was unsure where I was going to find the money to top up and have electricity to feed myself and my wee boy"*

*"This is so kind and just a nice thing."*

*The Customer was unable to speak due to their health issues. However, their Medical Officer stated "I can't say thank you enough for all the help that you have given to my patient"*

*"Thank you so much – me and my family are so pleased that Clydesdale HA contacted HEAT for us"*

*"This has helped me greatly, my electricity bills just seemed to be getting out of control"*

*"This will help me greatly to manage my payments and other bills"*

# £237,184

with our help this is how much our tenants have saved on their heating bills

105,230

619 tenants received the £170 Heat Fund voucher.

76,860

549 tenants received the Warm Home Discount @ £140.00.

12,838

262 tenants received MEGA Fund Vouchers @ £49.00.

10,486

214 tenants received SED Vouchers @ £49.00.

9,996

204 tenants received the Wise Group Energy Crisis Fund @ £49.00.

28,834.96

27 tenants received payments from the Energy Debt Reduced (Home Heating Fund).

1,689.41

5 tenants had their Energy Debt Reduced (Scottish Power Hardship Fund).

5,281.34

6 tenants had their Energy Debt Reduced (Charris Grant Fund).

924

88 tenants received Foodbank Support @ £10.50 on average.

8,424

10 tenants received Pension Credit after a benefit check was carried out.

14,414.40

3 tenants received Attendance Allowance after a benefit check was carried out.

8,606

2 tenants received ESA payments after a benefit check was carried out.

53,989.58

8 tenants received PIP payments after a benefit check was carried out.

2,580.75

12 tenants had their tariffs changed.

2,260

48 tenants had their complaints with their energy company resolved.



# Lanark Lanimer Day Celebrations

It's one of the most celebrated occasions in the Lanarkshire calendar – Lanark Lanimer Day.

On the 9th June thousands lined the streets and enjoyed the joyful scenes taking place in the Royal Burgh.



This year's celebrations have been made extra special as the historic event returns to its former glory after two years of Covid restrictions.



# VE Day Celebrations

WORLD War II ended 77 years ago on the 8th May and on the 14th May our local tenants and friends celebrated the anniversary and raised funds for two well deserving charities Erskine and Blind Veterans.

Tenants and friends celebrated with a party and entertainment in Greyfriars Church hall washed down with lashings of tea and lots and lots of sweet treats.

A great day was had by all and they raised an amazing £712 for their chosen charities.





## ***Be a good neighbour***

Being a good neighbour isn't hard. By adhering to a few, simple actions, everyone can be happy! A little consideration goes a long way. Here is a reminder of small things you should do that will be key in helping to keep everyone happy – and help the environment

## ***Re-cycle -***

### **What you can recycle and how**

Household waste can be reduced, re-used, recycled, recovered and disposed of in different ways. Check out South Lanarkshire's website for further details. [https://www.southlanarkshire.gov.uk/info/200135/bins\\_recycling\\_and\\_uplifts](https://www.southlanarkshire.gov.uk/info/200135/bins_recycling_and_uplifts)

## ***Dog poo – pick it up.***

It is an offence to not clean up immediately after your dog in any open public space. Dog fouling is unsightly and is a potential health hazard. If your dog fouls on any public open space including footpaths or grass areas and you fail to clean it up you could be fined £80.

## ***Large items for uplift – Call for an uplift***

If you can keep the item inside until the uplift date. If you can't keep the item inside make sure it is stacked neatly and does obstruct footpaths or communal bin areas.

## ***Wheelie Bins -***

### **Put them back after they have been emptied**

Make sure your bins are returned to the back garden or the designated area. If your bin is stolen then you will have to contact South Lanarkshire Council for a replacement

## ***Look after your garden***

As a tenant or owner you are responsible for making sure that your garden is kept neat and tidy. This also includes cutting grass, trees, shrubs and hedges within the garden. Depending on your circumstances, help with garden maintenance may be available from South Lanarkshire Council Care of Garden Scheme.

For further information on the scheme please visit South Lanarkshire Council at:

[https://www.southlanarkshire.gov.uk/info/200197/owning\\_your\\_own\\_home/1756/care\\_of\\_gardens\\_scheme/2](https://www.southlanarkshire.gov.uk/info/200197/owning_your_own_home/1756/care_of_gardens_scheme/2)



# Your Rent

## Convenient ways to pay

There are various easy and convenient ways for you to pay

### All Pay

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

### Direct Debit

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

### Clydesdale Housing Association

- All debit and credit card payments can be made to us by calling 01555 665316

### Standing Order

- You can call us on 01555 665316 or call us to arrange an appointment at our office at 39 North Vennel, Lanark and we will ensure you have the appropriate form.

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 Clydesdale Housing Association 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.



## Calendar

SUNDAY MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY SATURDAY

1 2 3  
7 8 9 10  
13 14 15 16 17  
20 21 22 23 24 25  
27 **28**



HM Government

Do you know someone over State Pension age? They may be able to get **Pension Credit** to **help with day to day living costs.**

At Department for Work and Pensions - DWP they know that some people may not be getting Pension Credit when they might be eligible for it, and they are committed to changing that. Often, people have applied for Pension Credit in the past and have been told at the time that they were not eligible. But a change in their circumstances could make them 'suddenly' eligible.

We know that a nudge from a loved one can be a powerful motivator, encourage them to talk about Pension Credit and the other benefits that come with claiming it. This can help to open important conversations that could make a real difference to the lives of your loved ones.

For more information, check out their short video on YouTube

[https://www.youtube.com/watch?v=\\_9w0CbmWDmA](https://www.youtube.com/watch?v=_9w0CbmWDmA)

You can also contact The Pension Service on **0800 991 234** (Freephone Service)



# UC

## Universal Credit

### update

The Department for Work and Pensions has confirmed that it will recommence with the migration of approximately 2.6 million households currently claiming legacy benefits and tax credits to Universal Credit by the end of 2024.

This migration will happen naturally when people's circumstances change, such as employment status, on a voluntary basis when claimants think that they will be better off on Universal Credit and lastly through a process called 'Managed Migration' where the above scenarios do not apply.

If you are currently claiming other benefits, why not go to <https://www.turn2us.org.uk/Benefit-guides/Universal-Credit/Switching-to-Universal-Credit> to access an independent benefits calculator to see if you could be better off on Universal Credit?

Any tenant deciding to voluntarily switch to Universal Credit should also first get independent advice from our Housing Management Team and can do so by contacting us on 01555 665316 or emailing us at [mail@clydesdale-housing.org.uk](mailto:mail@clydesdale-housing.org.uk) Those tenants who choose to move voluntarily will not be entitled to any 'transitional protection' and cannot revert to previous benefits if they find themselves financially worse off

## Forth Community Resource Centre



# How Can We Help You?

Forth Community Resource Centre SG supports people living in rural Clydesdale. Our services are free and confidential and we deliver online, over the telephone and face-to-face from our premises in Forth and from our outreach surgeries in Auchengray, Carstairs Junction and Lanark:

### ***Welfare Enquiries***

when people are told to 'Do-It-Online' and need help e.g. Blue Badge applications, online banking, shopping, form filling, etc.

### ***IT & Computer Skills Development***

1-to-1 appointments and group Internet Café sessions available.

### ***Certificated Training***

awarding qualification to increase employability and volunteering potential. Including First Aid, Food Hygiene, Health & Safety.

### ***Work Clubs***

to help people get jobs including CV development, interview skills, personal development, digital job searching.

### ***Distributing Sim Cards***

to people over 18 who are struggling to afford data on their mobile, including unlimited calls and texts.

### ***Activity Cafes***

to bring people together, learn new skills including Relaxation, Practical Energy Saving Tips, Budgeting Advice. Appointments and group sessions.



# Resilient Families

## Supporting Bump to Baby and Beyond

Resilient Families supports women through pregnancy and families with children under 5; delivering intensive 1:1 support and a range of educational parenting programmes.

### ***We are here for you!***

We know family life with children under 5 can be a bit daunting or even overwhelming sometimes. Some days it can feel like you are climbing a mountain just to leave the house so much so that you do not leave. That is why for some families it can be a lonely and isolating time, especially in Clydesdale, where towns and villages are far apart.

We aim to bridge the gap between your family and your local communities with a goal to improve family health and wellbeing. Resilient Families project workers and volunteers support you, your bump, baby or toddler to thrive.

We are a helping hand to remind you that YOU can do this - YOU have got this!

### ***First Steps***

This programme offers extra support to first time mothers. We will welcome you as early as possible one you know you are pregnant and support you until your child is 6 months old.

Each plan is family focussed, unique and built to suit to your needs. Topics covered are all designed to give you the skills and confidence for positive health and wellbeing for you and your baby.

They include preparing for birth, bonding and attachment, weaning, nutrition, foetal development, physical activity and more.

### ***Stronger Together***

Resilient Families facilitate group activities and 1:1 support to help families and to develop knowledge, skills and confidence to be the best parent they can be.

Get to meet other families, increase your confidence and improve your overall health and wellbeing as well as that of your family.

Activities include active play (indoor and outdoor), sensory experiences, learning more about how to feed your family and experiences that help your child grow and flourish.

**Get involved or see what activities and events are on**  
**For more information contact Fiona on 07859 818729**

You can also make a referral to Healthy Valleys

# Save the Date

Clydesdale Housing Association

# AGM



Our Annual General Meeting this year will take place on Wednesday evening, the 7th September 2022 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.

Whether you're a tenant of the Association or simply have an interest in housing, you can become a member of the Clydesdale Housing Association. Members can attend Annual General Meetings and can be elected on to the Management Committee, which controls the running of the Association.

Membership costs just £1. To apply for membership, call our Corporate Services Team on 01555 665316 and we will send you an application form.

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

## Guschet Place residents celebrate the Queens Platinum jubilee

Our residents in Guschet Place Lanark celebrated the Queens Platinum jubilee in style.

Everyone contributed to the decoration of the estate and the buffet for their Queen for the day Mrs Viviane Kerr who celebrated her birthday on the big day.

After singing Happy birthday and eating cake they all toasted her Royal Majesty Queen Elizabeth II, the Lanark Lanimer Queen and their own Queen "Viviane". Fun was had when they played games of Royal Bingo followed by a sing song of songs like roll out the barrel and we'll meet again.

Resident Margaret Steele said 'after all being isolated for 2years it was lovely to have a get together on such a lovely weekend celebrating our 3 QUEENS'.





# Royal Garden Party season comes to Clydesdale



The annual royal garden party at the Palace of Holyroodhouse took place on the 29th June with one of our tenants and his daughter in attendance.

Traditionally, every summer the Queen hosts a number of garden parties at Buckingham Palace, as well as one at the Palace of Holyroodhouse in Edinburgh. The Edinburgh Garden party forms part of the celebrations for Holyrood Week, also known as Royal Week.

The annual celebration sees the monarch and other members of the royal family visiting regions throughout Scotland to celebrate Scottish culture. The final Royal Garden party recognises people who have made significant contributions to Scottish communities.



Colin and his friend Fraser Riddell, founded Homeless Project Scotland in 2019. Achieving charity status in 2020 the non-profit organisation, operated by a Board of Trustees, helps the homeless and vulnerable in Scotland. You can find out more about their work here -

[www.homelessprojectscotland.org](http://www.homelessprojectscotland.org)



Homeless Project Scotland

# Office closure details

This year we will close for the Summer break from 5pm on Thursday the 14th of July 2022 and will reopen at 9am on Tuesday the 19th of July 2022.

Detailed below is a list of telephone numbers, so that any emergency repairs you may have can be dealt with while the office is closed.

If you smell gas or suspect a carbon monoxide leak call the National Grid on - 0800 111 999 (Deaf and deafened people using a textphone (Minicom) should dial 0800 371 787 in an emergency)

## Did you know...

You can use our website to:

Report a repair



Have your say



Contact us



# Out-of-hours emergencies

If you have an emergency repair and need to report it when the office is closed please call: **01555 435944**

Remember the quicker you tell us and the more information you can give us about the repair the better.

***Don't wait till it's too late!!***



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## Getting in touch...

39 North Vennel, Lanark ML11 7PT

telephone **01555 665316**

Email us at: [mail@clydesdale-housing.org.uk](mailto:mail@clydesdale-housing.org.uk)

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

## Office Opening Hours

Monday - Thursday 9.00am - 5.00pm

Friday 9.00am - 4.00pm