

INVESTING IN OUR HOMES. OUR COMMUNITIES. OUR FUTURE.

£1.41 MILLION
INVESTMENT PROGRAMME

Delivering improvements across
our communities.



0808 175 6288



www.clydesdale-housing.org.uk



Clydesdale
HOUSING ASSOCIATION

How Our Management Committee Supports Strong Governance



Meet our Management Committee

Our current Management Committee members bring a range of skills and experience to their roles:

Office Bearers

Hazel Galbraith

Chairperson

Elected: 2019

Chairperson since: 2025

Agne Zasinaite

Vice Chairperson

Elected: 2021

Vice Chairperson since: 2025

John Lockhart

Treasurer

Elected: 2023

Treasurer since: 2023

Jonathan Main

Secretary

Elected: 2024

Secretary since: 2025

Committee Members

Brian McNally

Elected: 2019

Caroline Madden

Appointed to fill casual vacancy: 2026

Claire McGraw

Elected: 2025

Deborah Hay

Elected: 2024

Gabrielle McElhinney

Elected: 2024

Iona Taylor

Elected: 2025

Jacqueline McCutcheon

Elected: 2020

Kenneth Greenshields

Elected: 2020

Lesley Ann McDonald

Elected: 2022

Ross Gowland

Elected: 2022

Ruth McElhinney

Elected: 2019

What Does the Management Committee Do?



Planning for the future



Performance Monitoring



Risk Management



Financial Oversight



Compliance



Consider tenant feedback

Working For You

Our Management Committee works behind the scenes to ensure CHA remains well-run, financially secure and focused on tenants' needs.



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Clydesdale
HOUSING ASSOCIATION

Clydesdale Housing Association AGM



AGM Date

2 September 2026, 7.00pm

Location

Lanark Memorial Hall

Invitation

Shareholders will receive details nearer the time

Want to join us and attend our 2027 Annual General Meeting?

Thinking about becoming more involved with Clydesdale Housing Association? Why not become a member?

Membership costs just £1, and as a member, you'll be invited to attend our 2027 Annual General Meeting (AGM). It's a great opportunity to hear about the work we're doing, meet others, and stay informed about what's happening across the Association.

Getting involved is easy, and we'd be delighted to welcome you as a member.

To find out more or join, call us on 0808 175 6288

**To find out more or to join,
contact us on**

0808 175 6288



0808 175 6288



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Clydesdale
HOUSING ASSOCIATION

STAY INFORMED

Keep up to date with the latest news, updates and decisions that affect your home and community.



NEWS



UPDATES



YOUR VOICE



YOUR HOME

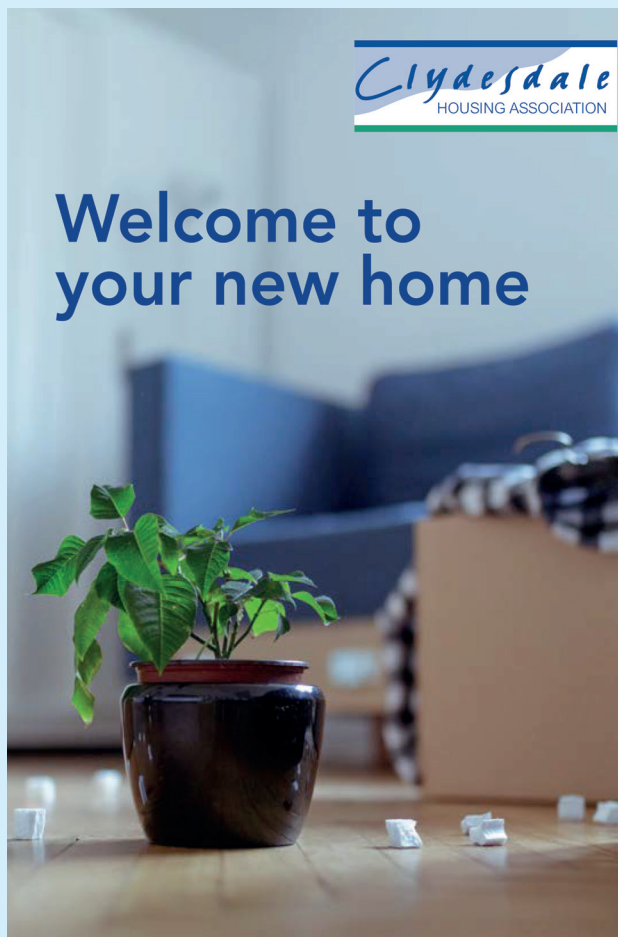


Want to keep up to date with the decisions being made at Clydesdale Housing Association? You can view the latest Management Committee meeting minutes on our website via the downloads page.

Committed to Transparency

We are committed to being open about how decisions are made and how the Association is run. By making our minutes available, we hope to give you a clearer insight into the work of our Management Committee and how it supports the services we provide

Welcome to your new home



Allocations Policy Update

South Lanarkshire Council recently carried out a consultation on their draft Housing Allocation Policy. As a Homefinder partner, this review also affects those seeking housing from CHA, as we adopt the Council's policy. The policy explains how priority for housing is decided and how homes are allocated when they become available.

The 12-week consultation period has now ended, and we would like to thank everyone who took the time to share their views. Feedback received will be considered as the final policy is developed and presented for approval later this year. Once the review is complete, the updated policy will be published later in the year.

Your Views Matter.

We are also keen to hear more from our tenants on an ongoing basis. From time to time you may receive a short survey from us covering areas such as tenancy management, estate management and rent setting. Your feedback is really important and helps shape how we deliver our services in the future.

We'll keep you updated as the new policy is finalised, and we look forward to continuing to work with you to improve our services.



0808 175 6288

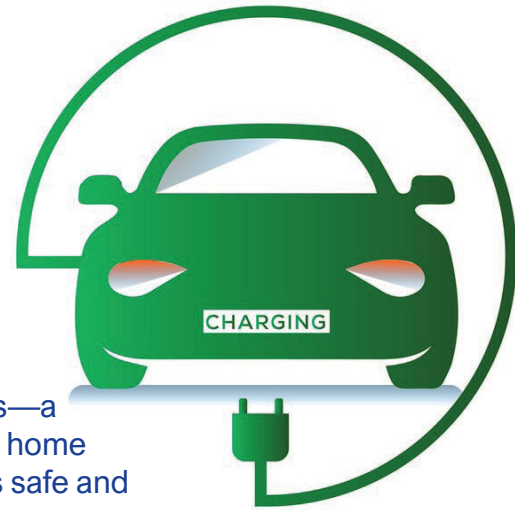


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Planning to Install an Electric Vehicle (EV) Charger?

Please Contact Us First!



More and more of our tenants are making the switch to electric vehicles—a great step towards a greener, more sustainable future. As interest in home EV charging continues to grow, we want to make sure everyone stays safe and well informed.

If you're thinking about installing an EV charging point at your home, please get in touch with us before arranging any work. This helps ensure that everything is installed safely, complies with current regulations, and is suitable for your property.

There are a few important considerations to take into account, including electrical capacity, installation requirements, and any permissions that may be needed. Our team is here to support you through the process and make things as straightforward as possible.

Simply contact us with your plans and we'll be happy to guide you through the next steps

Together we can keep our communities tidy



Gardens

We do receive occasional concerns about garden maintenance, the storage of items such as prams and toys, and fly tipping. By working together, we can help keep our communities clean, safe and welcoming for everyone.

Our contractors maintain shared garden areas throughout the year. However, if you have a designated garden, it forms part of your tenancy agreement to keep this tidy. 'If you're finding it difficult, please get in touch



Bikes, Prams & Toys

With summer here, we know bikes, prams and outdoor toys are used more often. Please remember to keep shared spaces clear to ensure safe access for everyone and to help reduce any potential fire risks.



Fly Tipping

Fly tipping is a serious issue. If you witness this happening, please report it to us on 0808 175 6288 so we can take appropriate action.



Need to Clear Clutter?

When clearing out unwanted items, please use South Lanarkshire Council's uplift service or local recycling centres. Please avoid leaving items in gardens or common areas. Details of the service they provide, how to access the service and costs can be found on South Lanarkshire's website www.southlanarkshire.gov.uk/info/200135/bins_recycling_and_uplifts

Thank you to everyone who helps keep our gardens looking great - we really appreciate the effort that goes into maintaining our communities.



0808 175 6288



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Clydesdale
HOUSING ASSOCIATION



Understanding How To Make a Complaint

At Clydesdale Housing Association, we recognise that feedback—both positive and negative—is essential in helping us improve the services we provide. We are committed to handling complaints in a fair, consistent and timely way, in line with the Scottish Public Services Ombudsman (SPSO) complaints handling procedure.

We encourage tenants to raise concerns with us. Complaints give us the opportunity to put things right and learn where improvements can be made.

How to Make a Complaint

Making a complaint is straightforward. You can:

 Speak to a member of staff

 Contact us in writing

 Use our online feedback form

Most complaints can be resolved quickly at the first point of contact. Where possible, we will try to address your concerns straight away.

Our Two-Stage Complaints Process

We follow the SPSO Model Complaints Handling Procedure, which has two stages:



Stage 1: Frontline Resolution

We aim to resolve straightforward complaints quickly, usually within five working days.



Stage 2: Investigation

If your complaint is more complex, or if you are not satisfied with the Stage 1 response, we will carry out a full investigation and aim to respond within 20 working days.

At each stage, we will keep you informed and provide a clear explanation of our findings and any action we will take.

If You Are Still Unhappy

If you are not satisfied with our final response, you have the right to ask the Scottish Public Services Ombudsman (SPSO) to consider your complaint.

The SPSO is independent and will review whether we have handled your complaint properly.

www.spso.org.uk

Why Complaints Matter

Complaints play an important role in helping us improve. They help us identify where things have not gone as expected and ensure we take action to prevent similar issues in the future.

We are committed to learning from feedback and using it to improve both our services and the experience of our tenants

Get in Touch

For more information about our complaints process, or to make a complaint, please visit our website or speak to a member of our team on **0808 175 6288**.

Tips on how to protect your home when going on holiday

With many people taking the opportunity to get away over the summer months, it's important to make sure your home is safe, secure and well looked after while you're away. A few simple steps can help prevent issues and give you peace of mind during your break.

Before you head off, remember to:

Unplug electrical items. Switch off and unplug non-essential appliances to reduce the risk of electrical faults or fire. It's fine to leave your fridge/freezer on, but most other items can be switched off at the wall.

Secure doors and windows. Double-check that all windows and doors are properly locked before you leave, including sheds and garages.

Ask a neighbour for a helping hand. If you're going to be away on bin collection day, consider asking a trusted neighbour to take your bins out (and bring them back in again). This helps avoid missed collections and keeps your property looking occupied.

Make your home look lived-in. Use timer switches on a lamp or leave curtains/blinds in a natural position. This can help deter unwanted attention.

Tidy up your garden. Cutting your grass and trimming any overgrown areas before you leave can make a big difference. A well-maintained garden helps give the impression that someone is at home.

Avoid sharing travel plans publicly. It's best not to post about being away from home on social media until you return.

Check smoke alarms. Make sure your smoke alarms are working properly before you go for that extra reassurance.



Planned Investment Ac

£1.41 Million

Total Investment

196

Properties benefiting from planned works

5

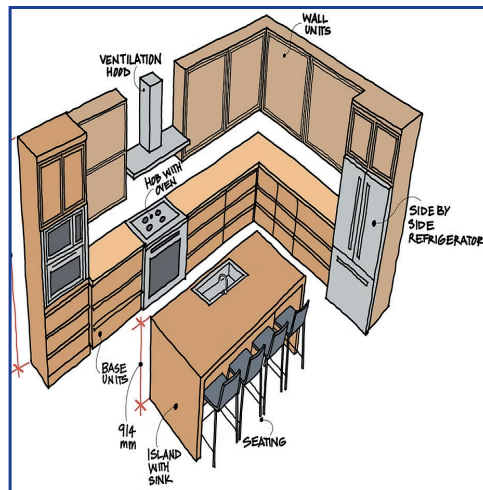
Improvement programmes

763

Safety and compliance checks



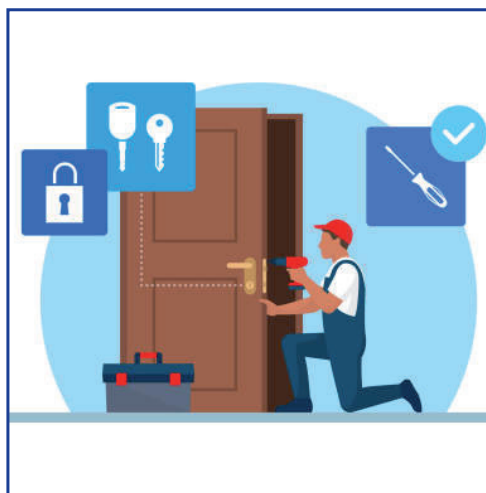
66 Heating Replacements,
Helping create warmer and
more energy-efficient homes.



38 Kitchen Upgrades -
Improving homes with modern,
practical kitchens.



59 Bathroom Improvements
- Enhancing comfort and
accessibility.



22 New Doors - Improving
security and appearance.



11 Window Replacements -
Helping improve insulation
and comfort

Please note that the planned works programme may be subject to change due to costs, contractor availability or other unforeseen circumstances."

Cross Our Communities

Why This Matters for Tenants

Before any work begins, there's a lot of planning, approval and preparation taking place behind the scenes.



Property Surveys

We visit homes to assess their condition and identify where improvements are needed.



Tenant Choices

For kitchen and bathroom upgrades, tenants can choose from a range of options, including worktops, flooring and tiling/wall boards as necessary



Procurement

Contractors are selected through a competitive procurement process to help achieve quality works and value for money.



Planning the Works

Our contractor confirms specification's, orders materials and schedule works before work begins.



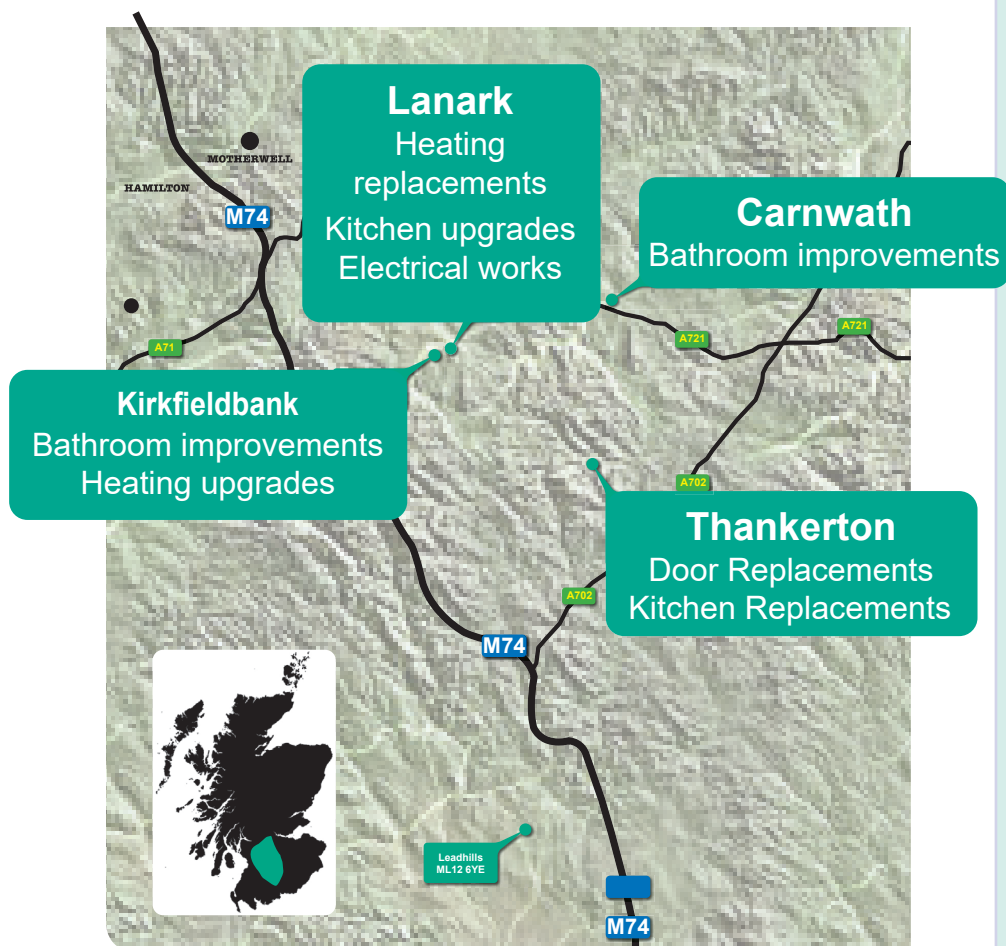
Committee Approval

Our Management Committee reviews and approves investment programmes to ensure money is spent wisely and delivers value for tenants.



Installation & Quality Checks

Contractors carry out the improvements, and we inspect completed works to ensure they meet our quality standards.



Keeping your homes safe

We have 763 safety and compliance activities planned in 2026-2027



Gas Safety Checks –
301 homes



Electrical Safety Checks –
138 homes



Hot Water Cylinder Servicing – 153 homes



Air Source Heat Pump Servicing –
171 homes



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KEEPING YOU SAFE IN YOUR HOME

Gas Safety Checks & Home Alarms

Gas Safety Checks



We carry out a yearly gas safety check to make sure gas appliances and pipework in your home are safe. This is a legal requirement and helps protect you and your household.

Smoke & Heat Alarms

Every home in Scotland must have working smoke and heat alarms. These provide an early warning in an emergency and can save lives.

Here's What to Expect:

-  We'll contact you before your certificate expires
-  A Gas Safe registered engineer will carry out the inspection
-  Your carbon monoxide alarm will be checked
-  You will receive a Gas Safety Certificate
-  Any follow-up work will be arranged if required

Carbon Monoxide Alarms

Carbon monoxide cannot be seen or smelled. A working carbon monoxide alarm helps alert you if dangerous gas is present in your home.



Please respond promptly when we contact you to arrange access to your home. These important safety and compliance checks help keep you, your family and your neighbours safe.

Test It Tuesday

Take a minute every Tuesday to test your smoke and carbon monoxide alarms by pressing the test button.

Every check helps keep your home safe.



Need advice or support? Contact us on 0808 175 6288.

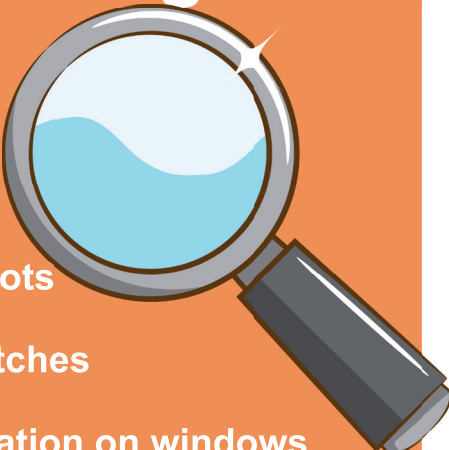
KEEPING YOU SAFE IN YOUR HOME

Damp, Mould & Condensation

Damp, mould and condensation can affect any home. If left untreated, they can damage your home and impact your health. We take reports seriously and are here to help.

Spot the Signs Early

Look out for:

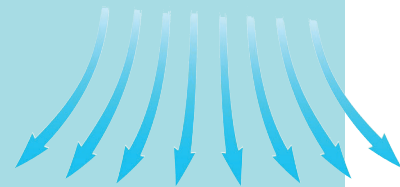
- 
-  Mould spots
 -  Damp patches
 -  Condensation on windows
 -  Peeling wallpaper
 -  Musty smells
 -  Cold or damp walls

Reduce Moisture



-  Use lids on pans while cooking
-  Dry clothes outdoors when possible
-  Vent tumble dryers correctly

Improve Airflow



-  Leave small gaps behind furniture
-  Keep air vents clear
-  Use extractor fans when cooking or bathing

How We Can Help

Our Technical Services Officer can:



Inspect your home



Identify the cause



Recommend solutions



Monitor progress

If you notice signs of damp, mould or condensation, please contact us as soon as possible on 0808 175 6288.



KEEPING YOU SAFE IN YOUR HOME

Asbestos - what you need to know

WHAT IS ASBESTOS?

If your home was built before 2000, it may contain asbestos. In most cases asbestos is safe if it remains undisturbed and in good condition.



MYTH

All asbestos is dangerous.



FACT

Asbestos is generally safe if it remains undisturbed and in good condition.



KEEPING YOU SAFE

We maintain asbestos records and carry out checks when required.

If major repairs or improvements are planned, we may arrange an asbestos survey before work begins.



IMPORTANT

Never drill, remove, or disturb textured wall or ceiling coatings (including Artex) without first seeking our advice first.



CONTACT US

Unsure about a material in your home?
Please get in touch and we will be happy to help
Call us on 0808 175 6288



KEEPING YOU SAFE IN YOUR HOME

Fire Safety - what you need to know



FIRE SAFETY



Smoke and heat alarms help protect your home. It's important to report faults promptly and make sure everyone knows how to leave safely in an emergency.



KEEP SHARED AREAS CLEAR



No smoking in communal areas



Do not store personal items in:

• Stairwells • Landings • Communal cupboards



FIRE DOORS SAVE LIVES

Fire doors help slow the spread of fire. If you notice any problems with your fire door, please let us know.



SAFETY INSPECTIONS

Please respond promptly when we contact you to arrange access to your home. These important safety and compliance checks help keep you, your family and your neighbours safe.

SIMPLE FIRE SAFETY TIPS



Never leave cooking unattended



Keep escape routes clear



No smoking in communal areas



Switch off appliances when not in use



Test alarms regularly



Know your escape plan



Need advice or support? Contact us on 0808 175 6288.

Enjoy Summer Safely



Summer is a great time to enjoy your garden, whether you're hosting a BBQ, relaxing with family or spending an evening around a firepit. By taking a few simple precautions, you can help keep yourself, your home and your neighbours safe while making the most of the warmer weather.

FIREPIT SAFETY

Choose a Safe Spot

Position firepits well away from homes, fences, sheds, trees and anything that could catch fire.

Watch the Weather

Avoid using firepits during windy conditions, as sparks can travel further than you think.

Keep Safety Equipment Nearby

Always have a bucket of water, sand or a garden hose close at hand in case you need it.

BBQ SAFETY

Check Before You Cook

Before lighting your BBQ, check that it is clean, stable and in good working order.

Never Leave It Unattended

Keep an eye on BBQs at all times and ensure children and pets stay a safe distance away.

Cook Outdoors Only

Always use BBQs outside in an open, well-ventilated area.

BEING A GOOD NEIGHBOUR

- ✓ Living in a community means being mindful of those around us.
- ✓ Please help keep summer enjoyable for everyone by:
- ✓ Positioning BBQs and firepits so smoke does not blow into neighbouring homes
- ✓ Keeping noise levels reasonable, particularly later in the evening
- ✓ Disposing of ashes and rubbish responsibly
- ✓ Making sure fires are fully extinguished before leaving them unattended

Quick Summer Safety Checklist

- ✓ Keep firepits and BBQs away from buildings and fences
- ✓ Never leave flames unattended
- ✓ Be considerate of neighbours
- ✓ Have water, sand or a hose nearby
- ✓ Keep children and pets safe
- ✓ Fully extinguish fires before leaving

Summer Safety Tip

Even small fires can produce large amounts of smoke. Taking a few extra minutes to position your BBQ or firepit carefully can help keep your neighbours comfortable and reduce the risk of accidental fires.



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Struggling to Pay Your Rent?

We're Here to Help

We understand that from time to time, you may face difficulties paying your rent. If this happens, it's important to remember—you're not alone, and support is available.

The most important thing you can do is get in touch with us as soon as possible. The earlier we know about any issues, the more we can do to help you.

What Should You Do?

If you think you might struggle to pay your rent:

- Contact us straight away – don't wait until the situation becomes more difficult
- Talk to us about your circumstances – everything you share will be treated sensitively and in confidence
- Work with us to find a solution that suits your situation

How We Can Support You

Our team can offer practical help, including:

- Agreeing affordable repayment arrangements
- Providing advice on managing your rent account
- Helping you check you are receiving the benefits or financial support you're entitled to
- Signposting you to external advice services if you need additional support

Why It's Important to Tell Us Early

Getting in touch early can help prevent rent arrears from building up and makes it much easier to find a solution that works for you.

We are here to support you and will always aim to work with you in a fair and understanding way.

Get in Touch

If you're worried about paying your rent, please contact us as soon as possible - we're here to help.

Call us on 0808 175 6288



It's important you pay your rent on time. Every Clydesdale Housing Association tenant is due to pay their rent on or before the 1st day of every month.



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Clydesdale
HOUSING ASSOCIATION

Thank you

Thank you for taking the time to read our Summer Newsletter. We hope you've enjoyed hearing about the improvements, services and activities taking place across our communities. Have a safe and enjoyable summer from everyone at Clydesdale Housing Association.

Contact us

Call Us - 0808 175 6288
Email Us – mail@clydesdale-housing.org.uk
Website - www.clydesdale-housing.org.uk
Emergency Repairs 01555 435944
Address 39 North Vennel, Lanark ML11 7PT

Our Office Hours

Monday	9.00am	–	5.00pm
Tuesday	9.00am	–	5.00pm
Wednesday	10.00am	–	5.00pm
Thursday	9.00am	–	5.00pm
Friday	9.00am	–	4.00pm

Stay Connected

Facebook | Website | Tenant Feedback



HAPPY TO TRANSLATE

Clydesdale Housing Association Limited is a noty-for-profit housing association registered under the Co-operative and Community Benefits Societies Act 2014. It is also recognised by HM Revenue and Customs as a Scottish charity and is registered with The Scottish Housing Regulator under the Housing (Scotland) Act 2001 as a registered social landlord. Registered No> 2237R(S) Scottish Charity: SCO34228 Social Landlord no: HAL 93