



CLYDE VALLEY  
HOUSING  
ASSOCIATION

# CONNECT



ISSUE: 17 SUMMER 2023

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Our AGM will  
be held  
5:00pm -  
Monday 18th  
September 23

#### Contact Us:

Monday to Thursday 9am - 5pm  
Friday 9am - 4.45pm

 01698 268 855  
 [cvha@cvha.org.uk](mailto:cvha@cvha.org.uk)  
 [www.cvha.org.uk](http://www.cvha.org.uk)



Emergency Repairs  
0800 073 0703

# Farewell message from the Chief Executive

It is with mixed emotions that I write you as the last time as the Chief Executive Officer. I am grateful for the opportunity to speak to you, our valued customers, who have played a pivotal role in our success over the past 6 years. I have made the difficult decision to step down from my role as CEO. It was not a decision I made lightly, but after much consideration, I believe it is the right time for me to explore new opportunities and challenges.



As I reflect on my time here, I am overwhelmed with pride and gratitude. It has been an incredible journey filled with achievements, growth, and countless memories. Together, we have faced challenges, celebrated victories, and built strong communities that have truly made a difference.

I want to assure you that my departure does not signal any decline in Clyde Valley's commitment to excellence or its dedication to serving you, our valued customers. On the contrary, this transition presents an opportunity for fresh perspectives, renewed energy, and continued growth.

I have full confidence in the talented team that will carry the torch forward. They are individuals who share the same passion, vision, and unwavering commitment to delivering exceptional customer service to you. Our focus on innovation, quality, and customer satisfaction will remain steadfast.

As I bid farewell, I want to encourage you to stay engaged with this incredible company, embrace the changes that lie ahead, and continue to provide your invaluable insights by joining our customer panel. Together, you and Clyde Valley will reach even greater heights.

While my time as CEO may be coming to an end, I am not saying goodbye forever. I leave with a sense of pride and accomplishment, knowing that the relationships we have built are enduring. I want to express my heartfelt gratitude for allowing me the privilege of serving as your Chief Executive Officer. It has been an honor and a privilege to work with all of you. Please accept my sincerest thanks for your unwavering support.

Thank you, and may the future hold great things for all of us.

*Lynn Wassell*  
CHIEF EXEC

# CUSTOMER SERVICE ACCREDITATION



Our 3 year full Customer Service Accreditation review is to take place on **Tuesday 8th August**

CSE is an assessment process that;

- Ensures we are continuously improving our Customer service
- Helps us to look at our strengths and where there are areas for improvement
- Is an independent validation of achievement

We are looking for **6 customers** to help us with our assessment, this would involve a telephone interview with our assessor Graeme on the 8th August. Graeme will talk to you confidentially about the services you receive from CVHA, any feedback provided will be reported back anonymously.



As a thank you, we will provide you with a £25 ASDA voucher. If you are interested in taking part in this assessment please let our Contact Centre know by emailing [cvha@cvha.org.uk](mailto:cvha@cvha.org.uk) or calling 01698 268 855 stating **CSE Interview** and we will take a note of your name.

## OLDER PERSONS STRATEGY

During the period between October and December 2022 we undertook a research project with a Service Design company Snook and Older Persons Charity Independent Age.

**This project had two specific aims:**

1

Identify the needs and challenges that tenants aged 65+ might face in order to live well including both in their homes and communities.

2

Identify opportunities to improve older tenants experiences

This research involved indepth interviews, online and phone surveys, focus groups and workshops involving CVHA tenants, staff and a range of external community agencies working with older people.

### This research identified 5 central findings

1

Many older people are reluctant to seek out or accept support when they need it.

2

Older tenants' need for help or support is more related to their health and wellbeing rather than age.

3

Many older tenants are uncertain on what help exists, what they're entitled to, and how to access it. Linked to this, many older people rely on family to support them when contacting services or accessing help.

4

The quality of the relationships older people have with their neighbours is often central to their sense of community, sense of safety, and idea of what makes a 'good home'.

5

Social isolation and loneliness is a key challenge for many older people, these are directly connected to their sense of community and their level of engagement with activities.

Based on the data gathered we will be using this to develop our Older Persons Strategy which will inform how we are working towards the central findings listed and ensuring we are meeting the needs of tenants 65years and over. We want to say a huge **thank you** to everyone who participated in this research project, we really appreciate your time and contribution.

# Background to the survey

Clyde Valley Housing Association commissioned Research Resource to carry out a tenant satisfaction survey to assess satisfaction with the Association and the services it provides.

**521 INTERVIEWS**  
carried out by telephone



## Overall Satisfaction



**8 out of 10**

respondents were satisfied with the overall level of service

## Your Feedback

*"courteous advisor who was helpful"*

*"helped me with my enquiry and provided a good customer service"*

*"My Housing Officer is honest, understanding, takes her time to answer questions and has a lovely sense of humour"*

*"I wanted to thank my Housing Officer for their help with anything I need, you're amazing at your job & you go above and beyond all the time"*

## Communication



**46%**

of customers listed newsletters as their most preferred method of communication



**92%**

said the association was good at keeping them informed



**80%**

were satisfied with the opportunities given to participate in CVHA's decision making process

## Repairs and housing quality



of tenants were satisfied with the **repairs service** received in the last 12 months



were satisfied with the **quality of their home**

## Rent and affordability

## Service priorities



81%

said the rent for their home represented good **Value for Money**

### Top three priorities for our customers



89%

improving the overall quality of your home

35%

of customers found the cost of heating their home to a comfortable level in the winter months easy

38%

Found it just about affordable

27%

Found it difficult



71%

delivering an effective repairs service



55%

Good quality landscaping, security and maintenance of common areas

## Our Priorities for 2023



We will continue to focus on how we can **improve the repairs service** that we are delivering to you. We will be working with our contractors to focus on responsiveness and quality of work.



We will continue our programmes of work to **invest in your homes**. We will also be carrying out stock condition surveys to build an even better understanding of investment requirements over the coming years.



We will be **engaging with you** to discuss their expectations of our services so that we can put in a place a new set of service standards for how we respond to your service requests.



# Customer Support Fund



## It's on Us

In our Winter Newsletter, we shared with you the launch of our Customer Support Fund "It's on Us" for 2022/23.

We have been doing lots of fundraising activities to maximise the funds we have available. We would also like to thank our contractors and suppliers that have donated gifts and raffle prizes.

To date we have been able to help several customers since the launch, as well as all the support provided by our Wellbeing Hub and have received some great feedback.

£100

Given to a customer to help replace brand-new carpets that were destroyed following a pipe burst

£100

Given to a customer to replace stolen Christmas presents for their children

£550

given to various customers to help with food and clothing purchases over Christmas.

£150

given to various customers for heated blankets.

£200

given to various customers for small household and kitchen essentials.

£200

Given to a customer to provide baby essentials

## YOUR... FEEDBACK

"I received my air fryer and electric throw yesterday. Thank you so much. These items will certainly help towards my energy bills. Thanks Again"

"Oh my goodness thank you so much honestly you have no idea how this might help with my payment getting lowered thank you. I am scared to put my heating on, you're an actual lifesaver"

"Thanks again so much, it has been a great help to me. I am very grateful and appreciative of what Clyde Valley have done for me"

"Thank you so much for this payment it will be something less to worry about. Myself and my family really appreciate this help thank you."

"To all the staff at CVHA, a big thank you for the deep fat fryer and the slow cooker. These will be a big help in this cost of living crisis"

# CUSTOMER PANEL



Did you know we have a group of tenants who meet at our offices in Motherwell on a bi-monthly basis to provide their thoughts, feedback and opinions to help shape and improve services we provide. The Customer Panel are there to ensure CVHA provides Housing Services are of the highest standards to our customers and the communities where we have homes.

## The Panel will do this by:



Reviewing housing service delivery and performance by looking at data provided



Provide feedback and recommendations on how housing services can be improved



Reviewing policies and procedures and provide scrutiny



Taking part in consultation sessions around service changes

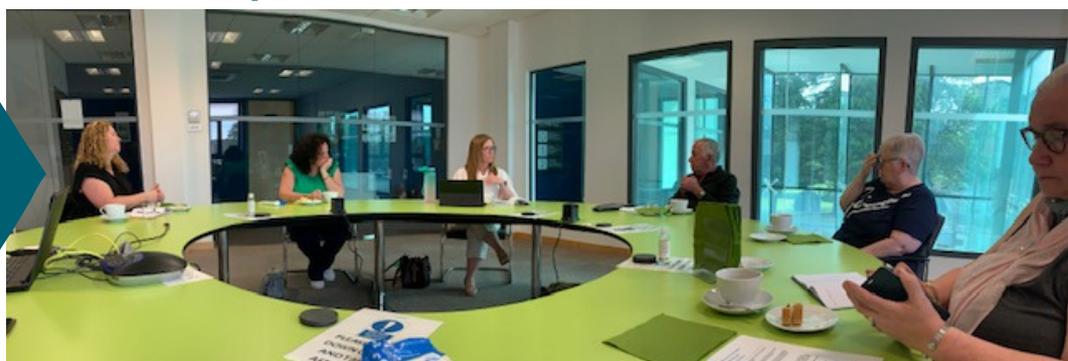
You don't need to have any experience to join our Panel, you may be a new tenant or someone who has been with us for a number of years. We welcome people of all ages, experiences and backgrounds. Increasing the number of people in our Panel ensures we are capturing the voices from a wide representation of people.

## What's in it for you?

- An opportunity to meet new people
- A chance to help shape and influence service delivery in CVHA
- An opportunity to find out more about what goes on behind the scenes of a Housing Association and meet our staff
- A chance to attend conferences and training opportunities
- Learn new skills

If you have any questions or would like an informal chat about the Panel please don't hesitate to contact Frances on 01698 268855.

## We would love to hear from you!



# Investment in your homes



## 2023/24 Delivery Plan

At Clyde Valley, the health and safety of our residents is our utmost priority and we're committed to improving our services and improving your homes.

In accordance with our Investment and Growth Strategy in 2023/24 we're investing **£6.6 million** in repairs services, health and safety and planned renewal works on your homes.

To the right, you'll find details on some of the planned renewals spend.



**£32K**  
UPGRADING  
WINDOWS AND  
DOORS

**£850K**  
INSTALLING  
NEW  
KITCHENS

**£88K**  
ON  
BATHROOM  
REFURBS

**£100K**  
ON ROOF  
UPGRADES /  
REPAIRS

**£427K**  
ON ENERGY  
EFFICIENT  
BOILERS

**£250K**  
ON SOFFIT &  
FASCIA  
REPLACEMENTS

**£100K**  
TO IMPROVE  
ENERGY  
EFFICIENCY

**£425K**  
ON CUSTOMER  
HEALTH &  
SAFETY



We were delighted to welcome our new customers who picked up their keys to their new homes at our recently completed development in the heart of Blantyre consisting of a mix of one and two bedroom cottage flats.

This was our first project we completed in partnership with Glenesk Homes and was very successful from a development point of view.

**We hope you will be very happy in your new homes!**

CHURCH STREET  
LEADING TO ST. ANDREW'S COURT

# Summer Safety Tips

**During the hot summer months, stay safe with these simple tips!**

- If a fire does start, don't try to fight the fire. Get out and call 999 immediately.
- Do regular checks of the plug and socket for burn marks, sounds of 'arcing' (buzzing or crackling) or if it feels too hot to touch. If you have fuses blowing or circuit-breakers tripping, then contact a registered electrician to investigate.
- Check that your appliance has a UK plug, but if it doesn't, do not use a UK travel adaptor, but rather have the retailer fit the appliance with a UK plug.
- Always register a new electric fan with the manufacturer.
- If you notice a burning smell or any unusual noises, switch the electric fan off immediately and contact the retailer and/or manufacturer.
- Don't leave your fan running overnight or while you are out of the house.
- Once you've had your electric fan for a few years, think about replacing it as older motors can overheat.
- Don't balance the fan on the edge of the counter, or anywhere that it could fall off.
- Take care that children and pets don't chew on or pull the cable.
- Always turn off the electric fan at the socket when not in use.

# Our People

An update to some of the recent staff activities



## Annual conference

What fantastic weather we had for Our People conference, we even managed to enjoy our lunch in the sunshine.

It was inspirational to hear from our team and there was some fantastic stories shared. It's why we do what we do.

## ➔ Ryan makes real impact during internship



Ryan Barclay recently completed an internship with Clyde Valley. Ryan made a positive impact during his time here with us and he has produced a report which will guide the association's work to ensure it is accessible to all team members and customers.

## ➔ Housing Conference



Some of the team were lucky to attend the SFHA Annual Conference this year on the 6th & 7th June in Glasgow.

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## ➔ Teambuilding



Our Customer Success Team enjoyed some fun team building activities in the sunshine following their team meeting at Chateherault Country Park.

## ➔ Walking Challenge



Members of the Team took part in the Step into Spring Walking Challenge and in total as a Clyde Valley team we stepped 14,620,105. We even managed a walk up Tinto Hill and started a Wednesday Walking Club.



# Info Point

## Repairs

Emergency Repairs	0800 073 0703
Scottish Gas (smell gas)	0800 111 999
Scottish Power (no electricity)	0800 111 4686
Scottish Water (no water/burst pipes)	0800 077 8778
Gas heating repairs (City Technical)	0844 579 6493
All other emergency repairs	0845 877 0411

## Tenancy related

Anti social behaviour / dog fouling/ vermin / roads

- North Lanarkshire 0300 123 1382
- South Lanarkshire 0800 389 1105
- East Dunbartonshire 0300 123 4510

Anti social behaviour complaints should in the first instance be reported to Police Scotland by calling 101.

Please call 01698 268 855 or email [cvha@cvha.org.uk](mailto:cvha@cvha.org.uk) if you would like to receive any of our information by email or in another format such a different language, large print, Braille or audio.

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ਦਸਤਾਵੇਜ਼ ਨੂੰ ਆਪਣੀ ਮਨਪਸੰਦ ਭਾਸ਼ਾ ਵਿੱਚ ਪੜ੍ਹਨ ਵਾਸਤੇ, ਕਿਰਪਾ ਕਰਕੇ CVHA ਵੈੱਬਸਾਈਟ 'ਤੇ 'ਭਾਸ਼ਾ ਬਦਲੋ' ਆਇਕੋਨ ਦੀ ਵਰਤੋਂ ਕਰੋ

Щоб прочитати документ обраною вами мовою, скористайтесь значком «ЗМІНИТИ МОВУ» на веб-сайті CVHA

ویب سائٹ پر ' زبان بدلیں آئیکن کا استعمال دستاویز کو اپنی پسند کی زبان میں CVHA کریں۔ پڑھنے کے لیے براہ کرم



HAPPY TO TRANSLATE

WE WANT YOUR  
FEEDBACK

CUSTOMER NEWSLETTER SURVEY



## Have you enjoyed this issue of our newsletter?

As well as keeping you informed of the work we are doing and highlighting any issues that may affect you we are happy to consider any items you think are important.

Please let us know if there is anything you would like us to feature, send us your comments or feedback by scanning the QR Code.

All submissions will be entered into a prize draw with the chance to win a £50 amazon voucher.

**Survey closes at 5:00pm, Friday 21st July 2023**