

Welcome to the Summer 2019 edition of Nova News.



We hope that you find it useful and informative and as always we welcome any comments on this, as well as any suggestions for local articles for future editions.

The summer months are upon us so it is time to get the lawnmower and gardening tools out. Tidy gardens keep our estates looking good and are much more pleasurable to live in.

Gardening time again

Getting rid of rubbish also helps, by complying with local arrangements for waste collection and putting the correct bins out each week.

Much of our garden waste can be recycled – if you are not sure of what, please visit the council webpage for details.

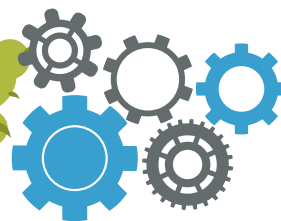
It is important to note that plastic bags cannot be recycled. They should be placed in grey/black general waste bins only.

Remember **NO PLASTIC BAGS IN RECYCLE BINS.**

If you are unable to take your bins out for collection, you may be able to apply for a bin pull-out service. Further details can be provided by contacting your local council.



Inside this issue



CLYDE VALLEY
HOUSING ASSOCIATION



Rights and responsibilities

What's happening at the Clyde Valley Group

Special uplifts – council terms

Free fire safety visits



Rights and Responsibilities – who does what?

A common question we receive is "What does Nova Property Management (Clyde Valley Property Services (CVPS)), as your factor, do for your estate?"

What you can expect from CVPS

A factor is a person or an organisation who manages the common parts of blocks of flats or shared areas for the owners of houses within an estate. The legal basis of this property factoring arrangement is that when you bought your home, you accepted a number of responsibilities that are set out in documents called Title Deeds and 'Deed of Conditions'. These documents should be referred to for confirmation of the legal basis on which the property factoring arrangement is based. These documents place a legal obligation on every homeowner within an estate to contribute to the cost of maintaining those open areas and footpaths that are not 'adopted' (i.e. not under local authority control).

Additionally, we also deal with responsive, cyclical and investment repairs and maintenance.

What we expect from you

Everyone living within an estate has an interest in keeping the area a safe, pleasant and well-maintained environment in which to live and whilst homeowners are responsible for the maintenance of their own home and garden they also have a shared responsibility for the maintenance of common areas within the estate and, in some cases, also common repairs to the property, i.e. if you stay in a flat. Every homeowner therefore has an obligation to contribute to the cost of the repair and maintenance of common areas within an estate and as part of our service we aim to carry out regular cuts of the common grassed areas (during the growing period - April to October), litter picks, weed control and maintenance of shrubs and hedges.

There are areas which are maintained by the local authority however these vary from estate to estate but generally landscaped areas, play areas, minor footpaths and car parks usually fall within the common responsibility of the homeowners of the properties within the estates.

The local authority maintains main footpaths (generally those more than 2 metres wide) along with distributor roads within the estate.

Special Uplifts

North Lanarkshire Council charge for special uplifts

From 01 April 2019 North Lanarkshire Council (NLC) no longer provides a free uplift service.

There is now a **£25 charge** for up to 10 household items or 20 bags of rubbish. Examples of household items include sofas, armchairs, bed base, laminate flooring, fridges or other electrical items.

Larger uplifts are subject to a charge of £100.

Special uplift - please telephone NLC on **01698 403110** or apply on-line.

South Lanarkshire Council

South Lanarkshire Council (SLC) provide one free uplift per year April 2019 – March 2020.

Additional uplifts cost £30.90 each.

Special uplift - please telephone SLC on **0303 123 1015** or apply on-line.

Re-usable items can be donated to charities please telephone the Zero Waste Scotland helpline on **0800 0665 820**. Give them a call to see if your item can be re-used.

Pest Control

Summer always brings a resurgence in the number of calls we receive concerning pests such as ants or other insects, and more seriously, rats.

If there are open or damaged areas of the building you live in that enable the pests to enter, the Association has a duty to carry out a repair to stop them coming inside, but **we do not carry out pest control**.

If the problem is a public health issue, such as rats, the local authority environmental health departments will attend, but all councils in Nova's areas will charge you a fee to carry out an inspection. (See back page for council contact numbers.)

However, if you are dealing with ants or wasps (which the environmental health department do not class as public health issues) it is much cheaper to buy pest control products from your local DIY store. They stock a wide range of effective solutions that, as a first course of action, will be a much cheaper option.

Keeping fit and healthy – body and mind

• **Healthy Working Lives** - we retained our Bronze Award and are now working towards a Silver, with the ultimate aim of gaining a Gold Award.

• **Feed a family of 4 for under £5 recipes** – staff members held a healthy lunch event, providing cooked dishes to colleagues for a charity donation. It all went down very well and recipes were made available. There was also a 'Soup' lunch.

• **Mindfulness sessions** – several staff members attended a five-week course after work, A Practical Guide to a Mindful Life. Feedback has been very positive.

• **Dementia Awareness Week** – staff had the opportunity to attend interactive and informative training course that gave them an understanding of how to interact with people who have dementia.

• Other charitable events were an **SSPCA Tartan Tea Party** in January and a **Coffee and Cake** morning in February.



SSPCA Tartan Tea Party



Coffee and Cake Morning

Looking after those precious pooches

A growing number of households now have a four-legged member of the family – a dog! In return for the unconditional love dogs give their owners, owners have to play their part in looking after their pets. That means the not-so-nice things like picking up poo and making sure their dog doesn't bark continuously, disturbing the neighbours. It is easy to maintain the harmony of the neighbourhood by following the tips below.

- **No-one wants to tramp through dirt that a dog owner has neglected to lift and dispose of.** Simply carrying dog fouling bags when you are out walking makes it easy to get rid of it immediately – you can get these free from local libraries and council offices. It also helps if you take your dog on regular walks to areas where it can relieve itself. Your garden should not be used as a doggy toilet, except in an emergency and not on a regular basis.

- **Similarly, in fairness to your neighbours, don't allow your dog to bark non-stop.** It can be very frustrating for people near you to tolerate. If the dog belongs to a neighbour and the owner is out, you should contact the local authority dog warden for advice. If the dog barks consistently for more than 15 minutes, it may be that it is in distress. Please contact the SSPCA on **03000 999 999**. If the noise nuisance occurs late at night, please report to:

South Lanarkshire Council - 0800 242 024.

North Lanarkshire Council - 0300 123 1382.

Both of these actions are not only easy to do but are effective in eliminating behaviour that is a source of complaint for others - and keeps everyone happy!

The Dog Fouling (Scotland) Act states that it is an offence not to clean up after your dog. The Dog Warden/Community Wardens can issue a fixed penalty, which could increase if not paid within 28 days. You can also be reported to Procurator Fiscal and may be fined if convicted. If you witness a person failing to pick up their dog's mess, please report this online to the local council.

Get a free, Home Fire Safety visit



Scottish Fire and Rescue Service are happy to provide Home Fire Safety Visits to any home across Scotland. As part of the visit, staff can provide fire safety advice and guidance on what to do in an emergency.

To organise a Home Safety visit, contact the Scottish Fire and Rescue service by any of the means below.

Life-saving defibrillator training for CVHA staff



A number of our team undertook vital training on the use of a defibrillator and how to do CPR.

The trainer, George Wylie from First Aid Focus, delivered the coaching sessions as part of our Health and Safety training requirements.

Staff found it to be interesting and informative as they were advised of ways to get a rapid response in an emergency, both at work and personally.

There is a Public Access Defibrillator (PAD) which is registered with the Scottish Ambulance Service sited in our offices at Scott Street and One Wellwynd.

Enthusiastic role play featured when engaging in mock-up situations, in the hands-on use of the defibrillator and administering compressions. Most of the participants enjoyed learning a new skill that is a potential life-saver.

Parking on Grassed Verges

As we are now into our cutting season one of the difficulties faced by the contractor is cars parked on grass verges.

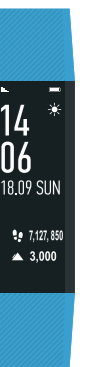
Not only does this prevent the contractor from cutting the grass but also causes damage and whilst we appreciate parking can be difficult we would ask all residents to refrain from parking on these areas.



Walk all over cancer 2019

CVHA staff participated in the annual 'Walk All Over Cancer' event, walking to reach seven million steps and gaining a donation of £700 to our nominated charity for this year, Lanarkshire Cancer Care Trust.

They reached the staggering total of **7,127,850 steps** – approximately **3,000 miles** – a huge achievement!



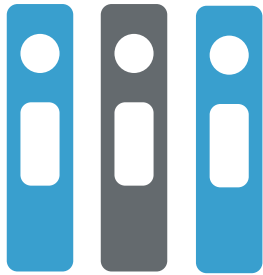
Playtime

We often receive complaints regarding children leaving toys such as bike, scooters, even goalposts lying throughout the estate overnight and in some instances blocking driveways.

Whilst we want every child to enjoy their time out playing we would ask parents to make sure they bring their toys back home at night and do not leave them scattered throughout the estate.

Not only is this unsightly but pavements or footpaths are intended to allow the safe passage of pedestrians. Obstructions can cause a danger to pedestrians, in particular wheel chair users, blind or partially sighted pedestrians or those who have a mobility difficulty.





Are your account records up to date?

We try our best to always have the correct information on our accounts, however sometimes a surname can have two spellings i.e. White or Whyte.

If there are any details on your account which are incorrect please contact us and we will amend this. This also applies to providing a forwarding address, email address or contact telephone number.

This is also of vital importance if you rent out your property. We have to deal with emergency reports such as roof repairs, flooding/water damage and fire, so in any of these events it is important that we can contact you, particularly if your property is empty. Please advise us of the relevant forwarding address, telephone number or letting agent's details.

Have you enjoyed this issue of our newsletter?

As well as keeping you informed of the work we are doing and highlighting issues that may affect you, we are happy to consider any items that you think are important. Please let us know if there is

anything you would like us to feature or if you would like to comment on our activities, send us your comments by contacting us by any of the methods below. We would love to hear from you.

USEFUL INFO cut out and keep!

Contact numbers

General enquiries 01698 328248/328258

Emergency contact numbers

CVG Payment Line Freephone – NEW! 0800 158 3298

Scottish Gas - smell of gas 0800 111 999

Scottish Power - no electricity 0800 092 9290

Scottish Water – no water supply/burst pipes 0800 077 8778

Useful numbers

Anti-Social Behaviour

North Lanarkshire Council (24 hours) 0300 123 1382

South Lanarkshire Council 0303 123 1015

SLC Out-of-hours Noise Team 0800 389 1105

Other Formats

Please call **01698 328248/328258** or email to nova@cvha.org.uk if you would like to receive any of our information by e-mail or in another format such as a different language, large print, Braille or audio.

The Group is a member of Happy to Translate, an organisation that can provide help and information for any visitors/tenants with little or no English. They can provide interpreters to attend meetings at our premises or translation of our documents.

Cleansing Services

(refuse collection, wheelie bins, special uplifts)

North Lanarkshire Council 01698 302010

South Lanarkshire Council 0303 123 1020

Environmental Services

(pests, vermin, dog fouling, roads, etc)

North Lanarkshire Council 01698 403110

South Lanarkshire Council 0303 123 1015

Scotland's Domestic Abuse and Forced Marriage Helpline:

0800 027 1234

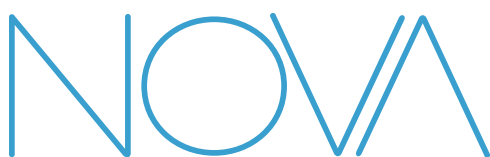
Office Opening Times

The offices of Nova Property Management Services will be closed on the following dates in 2019.

Friday 12 July 2019
Monday 15 July 2019

Friday 27 September 2019
Monday 30 September 2019

As always details of emergency contact details are on our website and available via our main office telephone number throughout these holiday periods.



Nova Property Management Services is a brand name of Clyde Valley Property Services Registered with Companies House. No 296379
Property Factor Registration Number PF000106

Telephone contact: 01698 328248
01698 328258
Fax: 01698 266271
E-mail contact: nova@cvha.org.uk

Opening times:
Monday - Thursday: 9.00 - 17.00
Friday: 9.00 - 16.30