

Season's Greetings and best wishes for a Happy New Year from all at the Clyde Valley Group



Following the success of last year's MacMillan Coffee Morning we decided to host another which coincided with International week of happiness, we raised £181 beating our target last year! Well done to all our staff who participated, the gin and strawberry cheesecake was crowned the winner by staff. Well done Barry!

**WORLD'S BIGGEST COFFEE MORNING**

MACMILLAN CANCER SUPPORT



## Inside this issue



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Office will be closed from 1pm Tuesday 24th December and will reopen on Monday 7th January 2020.

# Customer Panel update

The Clyde Valley Customer Panel was established in 2013 and was the first scrutiny group representing tenants, owners and customers of Clyde Valley Housing Association (CVHA).

Supported by Tenants Information Service (TIS), the Panel has participated in scrutiny awareness raising and training and developed a Panel Terms of Reference and Code of Conduct.

Our overall aim is to work with CVHA to make a difference to the services provided to tenants and customers across the communities served by the Association.

**The main purpose of our Customer panel is to:**

- / act as a critical friend
- / act as a voice for tenants and owner occupiers
- / hold Clyde Valley to account
- / focus and influence on improving services; and
- / focus on service quality, performance and value for money

We have a current team of 12 customer panel members who meet on the third Wednesday of each month. If the customer panel work sounds like something you would be interested in getting involved with, or you would like to find out a bit more you can contact us through our website under 'services' tab, 'join our customer panel' and fill out the contact form or you can email Lisa Hughes on [lisa.hughes@cvha.org.uk](mailto:lisa.hughes@cvha.org.uk)



If the customer panel is not for you but you would still like to be involved by another means ie providing feedback through surveys, please contact us on [nova@cvha.org.uk](mailto:nova@cvha.org.uk) to allow us to add your details onto our database.

## Asbestos

Asbestos is the name given to a group of silicate minerals commonly found in rocks worldwide (though not in the UK).

The three most common forms of asbestos are:

- crocidolite ('blue asbestos')
- amosite ('brown asbestos')
- chrysotile ('white asbestos')

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

The important thing to remember is that as long as asbestos-containing materials are in good condition they do not pose a risk.

**Where could asbestos be in my home?**

- Outside your home
- roof tiles
- soffit boards
- guttering and drainpipes

## Inside your home

- textured wall and ceiling coatings (such as "Artex")
- service duct panels (containing pipework)
- infill panels above doors or beneath windows
- infill panels to the back of front doors and linings to internal doors
- panels behind radiators/heaters
- floor tiles and tile adhesive, linoleum with asbestos paper backing
- toilet cisterns
- boiler flue pipes
- electric storage radiators
- fireplace panels
- water tanks

## Asbestos: what are the risks?

Asbestos-containing materials are not a risk if they are in good condition. If they do become damaged or their condition deteriorates, then you and others may be at risk and should contact the Association for guidance.

## Advice for homeowners - do's and don'ts



### Make sure that:

- Any material you have been told contains asbestos stays in good condition.
- Before you carry out any DIY work you should get our advice. You may also need permission under the conditions of your tenancy. Remember, materials that contain asbestos which are in good condition are not a risk to your health.

### Make sure you don't:

- Work on, damage or remove materials containing asbestos, including drilling, cutting, scraping or sanding.
- Remove old floor tiles or linoleum which could contain asbestos.

# Winter weather What are the risks?

Scotland's winters often bring snow and ice, which can cause frozen or burst pipes, blocked drains, localised flooding during thaws, treacherous conditions out and about, and risks of hypothermia.

**There's plenty you can do to prepare for and deal with cold weather.**

- In cold weather, make sure you keep as warm as possible, particularly wearing layers, and keeping at least one room in the house heated.
- Review your household emergency kit and make sure you have everything you need

- Don't park your car or bikes, or place garden furniture, underneath locations where snow and ice may accumulate on roofs
- Ensure you have a supply of salt or grit
- Check on vulnerable neighbours or relatives and help them to prepare. Make sure that they are safe and help them make arrangements for any repairs
- If you are over 75 and use heating oil, you may be eligible to register for the free Cold Weather Priority Initiative, which prioritises members for deliveries of heating oil in times of shortage or extreme cold weather.
- Protect your pipes. Making sure pipes

and water tanks are properly insulated is one of the simplest, and cheapest, things you can do to help protect your property from the cold.

- If you lose power, call 105 - its free of charge and will put you through to your local network operator who can give you help and advice.
- Find your stop valve. If your pipes freeze, find the stop valve and turn it off immediately. Open all cold taps to drain the system, but never turn on the hot taps because if you have a hot water cylinder, this may collapse if the pipes leading to it are frozen.

## Useful Information

### Complaints

In Nova we welcome and value all feedback and use information from them to help improve our services.

If something goes wrong or you are dissatisfied with our services, please tell us, you can do this in many ways, call us on 01698 268855, email us at [cvha@cvha.org.uk](mailto:cvha@cvha.org.uk). We aim to respond to all Stage 1 complaints within 5 working days and Stage 2 within 20 working days, we have recently relaunched our Customer Services Charter, which outlines how we will deal with your complaint:

- We will communicate effectively with you
- We will work in an open and fair way
- We will carry out our duties responsibly and in a fair way.

When we receive your complaint we will respond within 24 working hours, you will have one point of contact and will be regularly updated on the status of your complaint. Your complaint will be dealt with by one of our trained staff and is a stage 2 complaint a member of our Executive Team will deal with the complaint.

### Owners Disputes

We are regularly asked to provide assistance with matters arising of a private nature between two homeowners, in particular, anti-social behaviour such as:

- Refuse Collection and Recycling
- Smoking within Common Areas
- Blocking runways
- Noisy or disruptive neighbours

We always try and assist where we can however we are unable to take action over such private matters which fall out with our Core Factoring Services and we will direct callers to the appropriate body or party in a position to assist them.

### Grass Verges

A common complaint we receive is residents parking on the grass verges and whilst we appreciate there can be an issue with parking spaces in some areas, we would ask that you refrain from parking on the grass.

Not only is this unsightly but residents do not want to pay to reinstate these areas which have been left uneven with pot holes and ruts. This can also cause damage to the contractors' grass cutting machines.

## Whats going on at CVHA



### Make a stand pledge

CVG has recently signed the Chartered Institute of Housing- Make a Stand Pledge.

Currently over 250 social housing landlords have signed the pledge in order to tackle domestic abuse. As a result, we have developed a staff and tenant policy on how we will respond and deal with domestic abuse. Training will also be provided to staff. We will keep you up to date with work that we are doing and how we are committing to the pledge.

If you are currently experiencing domestic abuse, please find below a list of support contacts:

### National Helpline Scotland

Scottish Domestic Abuse Helpline – 0800 027 1234

### Scottish Women's Aid

[www.scottishwomensaid.org.uk](http://www.scottishwomensaid.org.uk) Scottish Women's Aid is the leading organisation in Scotland working towards the prevention of domestic abuse. They play a vital role in campaigning and lobbying for effective responses to domestic abuse.

### Women's Aid

Motherwell and District Women's Aid 01698 321000 or South Lanarkshire 01698 891498 or 01355 249897 Hemat Gryffe Women's Aid 0141 353 0859 Or Shakti Women's Aid 0131 475 2399 (Asian, black and minority ethnic women/children)

### Victim Support

To support victims of crime, including domestic abuse with local services all over Scotland.

The service is confidential and calls are charged at local rate. Victim Support can be contacted on 0845 60 39 213 or 01698 30 11 11.

### Shelterline

A free-phone service providing information about emergency access to refuge services and general housing matters. The number to call is 0808 800 4444

### Rape Crisis

If you are a woman who has been assaulted or raped or a survivor of childhood sexual abuse, contact the rape crisis centre for information and advice. Lanarkshire Centre - Tel: 01698 527003. Scotland – 08088 010302

### Men Against Sexual Abuse (M.A.S.A.)

Information, support and advice to men experiencing domestic abuse. Open 12 noon until 9.00pm Monday to Friday. The number to call is 0141 550 2048.



### Chosen Charity – CHRIS'S House

Clyde Valley have chosen Chris's House as their Charity of the year. Chris's house stands for 'Centre of Help, Response and Intervention Surrounding Suicide' and has been set up to offer a safe environment where people in crisis may have respite.

Chris's House work in partnership with other established agencies to offer the best possible care. Guests are assigned to a volunteer who will develop a strong rapport with the guest to help them through the crisis and support them to counter depression, negative and despairing thoughts and exchange reasons for dying with reasons for living. They truly listen to their guests and offer them as much input into their journey as possible.

Clyde Valley staff look forward to working alongside Chris's house supporting them throughout the year and raising as much money as possible for them. We're looking to beat our total of £2669.41 raised for LCCT



## WINTER WEATHER QUICK TIPS





## HAPPY TO TRANSLATE

### Happy to Translate

CVHA are members of Happy to Translate, as a Housing Association we have taken practical steps to ensure all our information and services are accessible to all customers regardless of ethnic, cultural or linguistic differences.

Successful interaction with our customers who need language assistance benefits our customers and empowers and strengthens our relationship with the local community.

If you require or know someone who requires translation assistance please contact a member of Nova Property Management.

### Be prepared for the unexpected ... get insured

What would you do if your home was flooded and your household possessions were damaged? How would you have them repaired or replaced?

Insuring your home is not a luxury ... it a necessity. It will give you peace of mind and if the worst happens, then help would be at hand to help sort out any damage.

We would ask you provide us with up to date contact information such as a telephone number or email address. This will help us to contact you in case of an emergency.

### Keeping safe and secure

Follow these simple steps and ensure that we all have a safe, secure, crime-free festive season.

- lock all doors even when you are at home;
- lock all windows when you are out, particularly those that are vulnerable, even if only for a short time;
- consider fitting an intruder alarm – and use it;
- secure the rear access to your home – this is the area most likely to be attacked;
- do not leave valuable items unattended;
- look after property belonging to others – it may be you next time; and
- if you see anything suspicious report it immediately to the Police, or contact Crimestoppers on 0800 555 111.

## OUR TELEPHONE SYSTEM

We are always looking for ways to improve our service to you. We have noticed that many of our customers were unsure which of our staff they needed to speak to about their enquiry. This meant they were often telling one person about the issue and then had to be transferred to another member of the team.

We have introduced a dedicated payment line which is a Freephone number and available from 7:00 am to 10:00 pm 7 days a week.

You can contact the payment line on 0800 158 3298. Please have your card details ready when you call.

If you are phoning the direct dial numbers (01698) 328248/328258 please choose from the following:

Option 1: To make a payment  
Option 2: For all other enquiries

If you are calling the main switchboard number (01698) 268855 please choose from the following:

Option 1: To make a payment  
Option 3: For all other enquiries

There will be occasions when the phones are busy and your call will go to voicemail. Please leave a message as we will always call you back.

## DIRECT DEBIT

We are continually working to improve the service we provide our customer and one of the ways we have been looking at is streamlining direct debit payments. Currently we work with paper mandates which we post out and then have to be completed and returned back to us, however we will soon be able to process and set up your direct debit over the telephone.

This will not have any effect on our customers who currently pay by direct debit, the only difference could be the payment might show as Pay360 on your bank statement.

## Contact numbers

### Emergency contact numbers

**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

### 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:

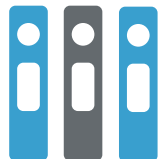
0800 027 1234



## Are your details correct?

Often homeowners circumstances change and they forget to notify Nova Property Management. To enable us to maintain our records please check your details are correct on your invoice.

Please contact us on nova@cvha.org.uk or 01698 328248/328258 should you require your account to be updated.



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



WORLD LAND TRUST™