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ISSUE 10 WINTER 19

News from Clyde Valley Housing Association

SEASON'S GREETINGS AND BEST WISHES FOR A HAPPY NEW YEAR

FROM ALL AT THE
CLYDE VALLEY GROUP

CONNECT



See over for CVHA's holiday closing times
Emergency numbers detailed on back page

Welcome to CONNECT Issue 10, CVHA's winter newsletter

As 2019 reaches a close, it's important for CVHA to reflect on all that we've achieved and also what we have learnt about what our customers have told us we need to do differently. This is how we grow and remain passionate about what we do for you.



As we approach 2020, we're getting ready to launch and publish our new 5 year plan in April. We have been working with customers, our staff, our partners and our Board Members to get their feedback. We want to meet more people's housing needs through building new homes, provide the best quality homes and neighbourhoods we can and deliver an exceptional customer experience. It's our job to keep thinking about giving you value for money and looking at ways to keep rents affordable.

You have told us that the day-to-day repairs service and making sure you have a high quality home are the most important services we give you and there is room to improve. We're re-tendering that service which Timetra provides at the moment and a new contract will start next summer. We know we've been asking you to do a lot of surveys and reply to texts over the last few months and we have held some repairs roadshows. We're really grateful for your help, as this will make sure we create an even better service for the future.

This has been another year of giving back to our local communities too. I was delighted to be invited to the Lanarkshire School's Public Speaking competition – every young person involved showed such brilliant confidence.

As always, I want to make my personal plea to everyone who may be struggling with paying their rent and other bills – we're here to talk and to help you prevent more arrears building up so please contact us.

We aim to make a difference to peoples' lives and we're looking forward to doing that for another year. I hope you enjoy our news.

I wish you and your families a peaceful Christmas and hope you enjoy welcoming in 2020.

A handwritten signature in black ink that reads "Lynn".

Lynn Wassell
Chief Executive

**Our office will be closed
from 1.30pm on Tuesday
24th December 2019 and
will reopen on Monday 6th
January 2020**

CSE Accreditation



/01

Once again, Clyde Valley Housing Association is delighted to have achieved Customer Service Excellence (CSE) accreditation after our recent annual review. This year we exceeded our expectations and achieved an additional 2 Compliance Plus awards!! We are delighted to announce we now have Compliance Plus in 7 areas.

The award is an independently measured recognition and proof of our efforts to provide you with the best possible standard of customer service, whilst striving to improve continuously.

The two extra categories awarded as 'compliance plus' were for staff professionalism and attitude.

· The first area for recognition is for everyone being polite and friendly and 'going the extra mile' in understanding customers' needs.

· The second area for recognition is for how everyone in CVHA values the contribution that staff make to delivering customer focused services and everyone demonstrates these behaviours.

CVHA has maintained compliance across 67 areas of assessment for a number of years. The main categories for assessment are customer insight, the culture of the organisation, information and access, delivery and timeliness and quality of service. CVHA has also maintained five other 'compliant plus' awards, demonstrating particular strengths in its use of customer insight to drive priorities, its customer focused culture and leadership, the range of information it makes available to customers, its use of benchmarking and approach to complaints.

Thanks to all our customers, staff and partners who helped support the accreditation visit in August this year.

Looking forward we have some key areas in which we will be focusing on:

- Encouraging more customers to get involved in our active and engaged Customer Panel
- Renewing our Customer Engagement Strategy
- Working with our Housing Team to assess the impact of working with vulnerable tenants, and more importantly what can we do to support these tenants and our staff
- Continue to work on setting internal customer service standards, using our Finance Team Charter as an excellent example.

We are delighted with this year's assessment, our Chief Executive Lynn Wassell, said:

"I am extremely proud of our team who live by their commitment every day to put customers at the heart of everything we do. This recognition is special because it's endorsed by our customers."

Margo McGeoch, Repairs Coordinator,

"It was a great feeling being acknowledged and recognised by our Assessor that we all go above and beyond in our daily routine at work, for all of our customers."

What does it mean for you, our customers?

Because we volunteer to be scrutinised by external bodies such as CSE, you know we are committed to our customers and you can expect us to grow and improve with you at the centre of our actions.

You will have the assurance of always being our priority, in all our decisions, aims and behaviour.

Through actively seeking your input, we will consider your expectations of us and your needs that in turn will help us enhance the quality of your surroundings.

Customer Engagement

THANK YOU

THANK YOU TO ALL OUR CUSTOMERS WHO HAVE TAKEN PART IN OUR ENGAGEMENT SESSIONS!

Next Steps

This programme is about reviewing and improving our approaches to Tenant Engagement and Participation. The programme is fully funded by the Scottish Government and delivered on their behalf by Tenants Information Services (TIS) and Tenant Participation Advisory Service (TPAS). TIS have been allocated to work with CVHA and the programme is being led by Susan Morris, Development Manager from TIS.

Perceptive Communicators

Clyde Valley commissioned Perceptive Communicators to carry out research with tenants, partners, stakeholders and staff. A series of informal focus groups with tenants were held to ensure your views and opinions around Clyde Valley are represented.

Each focus group consisted of 8 people and lasted about 90 minutes. The groups were led by Sinead Assenti who is the researcher from Perceptive Communicators. Sinead is a full member of the Market Research Society and the research will be carried out in line with their Code of Conduct. The perceptions of tenants/homeowners with Clyde Valley Housing Association staff and partners will be taken on board when developing our new strategy.



We have had various customer engagement sessions happening over the last few months which you may have been aware of or perhaps have even taken part in. These include:

BMG Survey

Some of you may have participated in our annual BMG customer satisfaction survey, this survey helps to inform us on how to support you as our tenants better. We have provided a snap shot of some of our results.

Overall satisfaction with the services provided by CVHA

90% ▲ +1%



Overall satisfaction with CVHA's management of neighbourhoods

85% ▲ +3%

Overall satisfaction with quality of home

81% ▼ -3%



Those who feel rent represents good value for money

75% ▲ +3%



Overall satisfaction with being able to participate in decision making

89% ▲ +6% Sig.



Those who feel CVHA is good at keeping them informed about services and decisions

95% ▲ +5% Sig.



Overall satisfaction with the last repairs service tenants received

81% = No change



We would like to say a big thank you to all our customers who took part in our BMG Satisfaction survey, our contractors BMG entered everyone who participated in our survey into a prize draw and Mr Stephens was drawn as our lucky winner.

Board Customer Panel / Update

/03

Board Update

Clyde Valley Housing Association has an active and engaged Board group made up of volunteers who offer their expertise to our Executive Team. Their expertise, gained in their professional careers in a variety of sectors, is invaluable to the Association when major, strategic decisions and policies are being considered and implemented.

As a Governing Board Member the primary responsibilities are, with the other members of the Governing Body, to

- Lead and direct CVHA's work
- Promote and uphold CVHA's values
- Set and monitor standards for service delivery and performance
- Control CVHA's affairs and ensure compliance

CVHA's Board meets at least 5 times over the course of the year, where their input helps the Association's Executive Team to make the correct business moves that ensure success for us and our customers. During 2019 The Board was involved in:

- Dealing with new Regulatory Framework published in April
- Producing an Assurance Statement and ensuring we are compliant with standards set out in the Regulatory Framework
- Working on a new Corporate Strategy beyond 2020
- The introduction of Freedom of Information
- Continuing to ensure we provide and build new houses for social housing meeting Scottish Government target and helping to alleviate homelessness
- Recruitment of new Board Members

We currently have 11 Board Members:

Allan Murray – Chairperson
Andrew McFarlane - Vice Chairperson
Campbell Boyd
Alex Baird
Marie Gilfillan
Eleanor Walker
Ilona McGowan
Connie Hendry
Irene Saunders
Shannon Watson
Lorna Wilson

We recently welcomed four new Board Members **Connie Hendry, Irene Saunders, Shannon Watson and Lorna Wilson.**

In December we said a fond farewell to Kerr Luscombe retired from our Board and Chair of our Finance Committee. Kerr has been integral part of our Board team and we would like to take this opportunity to say a huge thank you to Kerr for his dedication and commitment to Clyde Valley. We wish him well for the future!

To find out more about all Board related matters including recent minutes of meetings and viewing our assurance statement please have a look at our website <https://cvha.org.uk/about-us/>

Would you like to become a member of Clyde Valley Housing Association?

We are always seeking tenant members to ensure that we are representative of the people and areas we serve. Tenant membership generates greater participation in the work of the organisation.

Membership provides the opportunity to stand for election at the AGM and vote for members of the Board.



To join, you simply have to complete a membership application form and pay £1. If approved by the Board, you will receive lifetime share in Clyde Valley Housing Association.

If you would like more information about becoming a member, please contact our office to speak to a member of staff.

Customer Panel Update

The Clyde Valley Customer Panel was established in 2013 and was the first scrutiny group representing tenants 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



Scrutiny projects undertaken so far have included reviewing:

Allocations: Independent review of CVHA's Housing Allocation processes and procedures.

Rent Arrears: We are all very aware that the payment of tenants' rent money is crucial to the operation of CVHA and the delivery of services to tenants and customers. In addition, our increased awareness of the challenges facing CVHA and tenants in our communities due to the introduction of Universal Credit provided an excellent opportunity for a Panel scrutiny project on the rent arrears policy and procedures.

We have a current team of 11 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



Glengowan/ Union Street New Development

/04

During the course of the week of 21st October, Clyde Valley Housing Association was delighted to hold a series of Open Days which saw over 700 people visit their new social housing development in the centre of Larkhall, South Lanarkshire. Many of these visitors were ex pupils and staff of the school who were delighted to see the building preserved and put to good use. One visitor commented “It’s a beautiful new start”

Clyde Valley in partnership with Rosewood Homes undertook the development which was the result of a £4.4m investment, funded through subsidy from Scottish Government and Clyde Valley Housing Association. This has secured a magnificent building which has touched the lives of thousands of people in Larkhall and as well as providing 34 new high quality affordable homes the location will continue to support the vibrant Larkhall community.

The school originally called Union Street School opened in 1866 and was used as a secondary school up to 1974, it was then the home of Glengowan Primary School until the new Glengowan school opened in 2012. The building was used for a brief period as a decant accommodation as other schools were provided in the area, but closed in 2015.

We were delighted to have pupils from the new Glengowan Primary School come along to visit and showcase their art work of the school, which was the result of a school competition during the October Holidays.

Allan Murray Chairperson of CVHA commented

“We are proud to have retained a spectacular building that is a big part of Larkhall’s history. We were overwhelmed so many people visited on our open days. Many expressed a real sense of nostalgia to see what had been achieved. This development represents town centre regeneration at its best with 34 quality affordable properties being delivered in the heart of a vibrant town centre.”

In the run up to the festive season we are on schedule to take handover of the following units

- West Burnside Street, Kilsyth – 9 flatted units for Social Rent
- Queenzieburn, Kilsyth – 16 units for Social Rent
- DAKS, Larkhall – the final 12 units for Social Rent
- Millgate Crescent, Caldercruix – 16 units for Social Rent

In the New Year we can look forward to handovers as follows:-

- Mossgeil Crescent, Cumbernauld – 18 units for Social Rent
- Register Road, Kilsyth – 25 units for Social Rent
- Shieldhill Road, Carluke – 8 flatted units for Social Rent



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.

Here are some quick tips:

Look after each other

As we get older winter can become more of a struggle. So it's really important we look after ourselves, and the people in our lives who might need a little extra support.

Top 5 things you can do to help

1. Encourage everyone to look after their health. As we get older, we need to take a bit more care of our health - even if we're fit as a fiddle. Some people choose to protect themselves from nasty winter bugs by getting the flu jab.
2. Make time for relatives, friends and neighbours. Darker nights and miserable weather can make it harder for people to get out and about. And if you're stuck at home, you can end up feeling lonely and a bit down. Calling for a chat, popping in for a cuppa or even sending a card in the post can really help let someone know you're thinking about them. Know someone who's lonely?
3. Ask if people have everything they need. When bad weather makes it harder to get out, popping out to run a few errands or doing an online shop could be a big help to someone.
4. Check their home is warm enough. Over half of older people worry about bills in winter, and around 1 million people aged over 60 live in fuel poverty, meaning they can't afford to heat their homes properly. The ideal temperature for your living room is 21 degrees, while in the bedroom 18 degrees is best. If the house feels very cold or someone's worried about heating their home, their local Age UK may be able to help.
5. Help make sure everyone can get out and about safely. When it's icy or wet outside, it's easier to slip and fall. So helping to keep paths and driveways clear and salting steps and slopes could make a big difference. Green mould is particularly slippery, but power-washing can get rid of it - but don't power wash it in the cold weather!

WINTER WEATHER QUICK TIPS

DRESS FOR WINTER

HELP NEIGHBOURS

- Clear pavements
- Groceries, supplies

CLEAR PAVEMENTS OF LEAVES, SNOW AND ICE

LISTEN TO WEATHER FORECAST

KNOW SNOW ROUTE BUS SCHEDULES

SOOT REMOVES ICE AND SNOW FROM MAJOR STREETS

OBAY STREET CLOSURES

CAR

- Drive in snow only if necessary
- Clear the windows
- Have good tyres, traction devices ready
- Drive slower
- Leave plenty of room between cars

TAKE THE BUS

Winter weather ...Continued

/05

HOME ENERGY SCOTLAND LAUNCHES WINTER ADVICE COMPETITION QUIZ WHICH PROVIDES ADVICE TO HELP PEOPLE KEEP WARM AND WELL THIS WINTER – AND GIVES PEOPLE THE CHANCE TO WIN FREE ENERGY BILLS FOR 1 YEAR

*** Home Energy Scotland invites partners and third sector colleagues to share news of our winter advice competition that gives one lucky winner the chance to win a cash prize of the sum equivalent to an average household's annual energy bills valued at £1,200***

This winter, Home Energy Scotland is keen to support local efforts to help people who may be struggling to heat their homes to stay in control of their energy bills and keep warm and well. As part of its winter campaign, Home Energy Scotland has devised a winter advice competition quiz.

Gas and electricity bills are a significant part of household expenditure and during the colder month's energy use tends to rise, in addition to which energy prices have risen recently.

The competition quiz is educational. Making small changes around the home can make a big difference to comfort levels and energy bills. Ways to take control of your energy spend includes shopping around for a cheaper energy deal. The average annual saving you could make by switching supplier is £200 but it could be as much as £300 if you have never switched at all. Reading and acting on the simple tips given will help householders save energy, save money and keep cosy for less.



To enter, householders go through a simple process:

Read – useful energy saving advice tips

Answer – a number of questions, the responses to which can be achieved as the result of digesting this useful information

Enter – entrants answer three multiple choice questions, consent to entering and insert their details to enable Home Energy Scotland to contact the individual should they be the lucky winner.

The winter advice quiz can be completed in a range of ways including by calling Home Energy Scotland free on 0808 808 2282 or online here <http://bit.ly/FreeEnergyBills>

Have a happy GREEN festive season



Scottish recycling giant Zero Waste issue great tips to cut down on festive waste

A fifth of Scots have vowed to be more green this Christmas — but more than half are still puzzled about festive recycling. Around 1 billion Christmas cards and 188 million metres of wrapping paper used in the UK may be dumped in landfill this Christmas but bosses at Zero Waste Scotland say putting your recycling in the right place is easier than ever — and there is no reason we can't go waste-free this winter!

Presents that protect the planet

Whip up some homemade cakes, jams or chutneys or buy memberships or experiences, rather than material gifts.

And make sure to use rechargeable batteries for all the toys Santa brings.

Plan ahead and love your Christmas tree

Check what's on the naughty and nice recycling list where you live on your local council website.

Make sure to check seasonal opening hours at your nearest recycling centre and keep a note of collection changes over the festive period

Artificial trees cannot be recycled so make sure you re-use them again and again for many years to come.



For real trees organise a pick-up with the local council instead of just dumping it.

North Lanarkshire Council - Real Christmas trees can be collected free of charge as a special uplift by phoning Northline on 01698 403110.

Or drop off at

Airdrie waste disposal and recycling centre

Bellshill waste

Coatbridge

Cumbernauld Wardpark

Netherton Waste

Shotts Waste

South Lanarkshire – if you tie up your tree it will be collected with the bins

Alternatively take it and drop it off at:

Carluke Household Waste and Recycling Centre

East Kilbride Waste and Recycling Centre

Eastfield Waste and Recycling Centre

Hamilton and Blantyre Waste and Recycling Centre

Larkhall Waste and Recycling Centre

Strathaven Waste and Recycling Centre

Send eco greetings

- Christmas cards are responsible for a lot of waste at this time of year.
- Send e-cards or buy cards made from recycled paper.
- You can even re-use your Christmas cards by tearing them in half and using the blank side for things like shopping lists.
- Don't forget to recycle cards and envelopes — many retailers offer specific card recycling services.

Tackle the wrap mountain

- If you can scrunch it you can recycle it. Wrapping paper that can be recycled will stay in a ball while non-recyclable will go back to its normal shape.
- Avoid foil or sparkly paper and make sure to re-use gift bags and boxes.

The Freedom of Information Scotland Act

Freedom of Information (FOISA): at a glance

FOI gives you a right to receive information



FOI applies to public authorities



The FOI right covers recorded information



Your request must be in writing (letter or email)



Public authorities must help you - it's their duty



If you want environmental information different rules apply




Authorities must respond within 20 working days



Information is usually provided free of charge



Information can only be withheld if the law allows it



If you're unhappy you can appeal



Contact the Commissioner for information and advice



Most requests result in the information being provided



What is Freedom of Information (FOISA)?

- The FOISA Act gives everyone the right to ask for, and be given, information from a wide range of public organisations in Scotland. Clyde Valley Group (CVG) are subject to FOISA from 11th November 2019.
- You can use your rights to ask for all sorts of information, for example:
 - How CVG procures goods and services
 - Information about the performance of CVG
- Or you may want to find out about:
 - How we deliver our functions and services
 - How we manage our resources

What rights do I have under the FOISA?

- You have the right to information that may previously have been withheld by public authorities.
- If your request for information is refused or ignored, you have the right to ask CVG to review their decision.
- If you are still unhappy with our response you have the right to appeal to the Information Commissioner, who will investigate your case. The Information Commissioner has powers to force CVG to release any information that is not exempt under the Act.
- FOI gives a right to information, not to documents.

How do I make an FOISA request to Clyde Valley Housing Association?

Clyde Valley Group want to be dealt with FOI in an open, positive and transparent way and will take the view that what can be published on our website or disclosed to a requestor, will be. You can make a request to Clyde Valley Group by:

- [Website request form](#), under useful information tab www.cvha.co.uk
- Email** www.cvha@cvha.org.uk
- Post** Freedom of Information Lead Clyde Valley Housing Association 50 Scott Street, Motherwell ML1 1PN

For further information around Freedom of Information and your rights please access: www.itspublicknowledge.info

1. Complaints

In CVHA 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. 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 if a stage 2 complaint a member of our Executive Team will deal with the complaint. A full copy of our complaints policy is available on our website.



Here are some of our areas of good practice:

- All our staff, managers and Board Members have completed Health & Safety training relevant to their role
- We regularly review and update our risk assessment, DSE assessments and COSHH register
- Our Gas Safety records and inspections are complete and to a high standard, our Board are updated on Gas Safety checks
- We have a list of approved contractors which is updated regularly and shared with our Staff and Board.

In August this year our partners at ACS completed a full inspection of our Health & Safety systems and a Fire Safety Risk Assessment. Again both audits were to a very high standard and we were delighted with both. In CVHA our Chief Executive Lynn Wassell, chairs the Health & Safety Board quarterly. These meetings are attended by our Leadership Team, a Board Member and a member of our Customer Panel. Health & Safety is a key priority at CVHA and this has been recognised in both sets of audits by our external partners.

Artificial grass

We have recently noticed an increase in customers installing artificial grass within the gardens areas of their home. Although the Association would generally not refuse permission for such installations. We would ask if you do intend to install artificial grass that you contact the repairs team to apply for permission through our alterations process.



2. Health & Safety Update

We all know that “safety is no accident”. Here at CVHA we pride ourselves on our Health & Safety Systems. This was recognised recently with 2 different external auditors. In June, Wylie & Bisset our Internal Audit completed a full review of our Health & Safety/ Gas Safety. We were awarded a “Strong” grading with only one minor recommendation and 23 areas of good practice.



3. Asbestos

How we manage asbestos across our properties.

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.

Our asbestos policy

It is our policy, in line with Legislation and the Health and Safety Executive's (HSE) Guidance, to leave asbestos-containing materials that are in good condition in place.

However, if an asbestos-containing material is in poor condition, is likely to be disturbed resulting in damage, or if a repair, improvement or alteration takes place on or near it, we will remove it.

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.

What we are doing about asbestos

- We have a duty to manage materials containing asbestos in our properties. We do this by:
- Developing an Asbestos Management Plan setting out how we will manage asbestos in our properties.
- Carrying out surveys of individual properties, locations and communal areas.
- Recording all asbestos information on our asbestos register.
- Providing information about the presence of asbestos-containing materials to anyone who could potentially come into contact with them.
- Employing accredited asbestos survey consultants and licensed asbestos removal contractors for all work involving asbestos-containing materials.

Advice for tenants - do's and don'ts



Contact us straightaway if:

- You have any concerns about asbestos containing materials in your property.
- Any materials you think may contain asbestos or have been told contain asbestos have become damaged or disturbed.

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.
- For further information, help or advice relating to asbestos please contact us the repairs team on 0800 073 0703

“ We would like to say a big thank you to all our customers who attended our Repairs Roadshow events, as always your feedback continues to help us ensuring we are providing the best service for you. ”

Re-active Repairs Tender

CVHA would like to advise our customers that the 1st stage of the tender process (European single procurement document- ESPD) is already underway with the Association receiving 28 expressions of interest so far. From this the contract documents (stage 2) are anticipated to be sent to a maximum of 6 contractors to tender in January 2020. The tender panel and term maintenance working group which consists of board members will review documentation throughout February with the successful contractor being in place for 23 July 2020.

What's going on at CVHA

Happy Retirement!

After 37 years of service Helen Lewis is saying a fond farewell to the team at Clyde Valley. Helen has been a hugely important member of the tenancy sustainment team providing first class service to our customers.

We will all miss Helen but wish her all the happiness and good luck on this new chapter of her life.



WORLD'S BIGGEST COFFEE MORNING

MACMILLAN
CANCER SUPPORT

MacMillan Coffee Morning

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!



We are continuing to work towards our **Healthy Working Agenda** aiming to reach our **Silver Accreditation**.

Reverse Advent

Over the month of December Clyde Valley staff are taking part in a reverse advent, where instead of opening a door every day in the run up to Christmas they will be donating a box full of food to local food banks around North and South Lanarkshire and East Dunbartonshire.



National Campaigns

Over the course of 2020 Clyde Valley will be taking part in a range of National Campaigns to raise awareness on a variety of issues that can affect us all. Led by our CSR group, some of these campaigns that will be running will be fundraising events to raise money for our nominated charity of the year. We will be keeping all our customers updated and informed over the course of the year and hopefully we can raise as much money as possible for a worthy charity.

Dry January

Time to Talk

World Sleep Day

Oral Health Day

Stress awareness month

National Walking Month

Men's Health Week

World Suicide Prevention Day

Macmillan Coffee morning

Breast Cancer Awareness

Annual Health Check

16 Days of Action Against Domestic Abuse

British Nutritional Foundation (BNF): Healthy Eating Week

What's going on at CVHA

International Week of Happiness

Happiness at Work should be a top priority for all companies. Research has found that when employees are happy at work, they are better parents, friends, neighbours, they are more likely to give to charity and do volunteering work.

Research has also shown that happy employees have a huge advantage over unhappy ones. They are more productive, flexible, resilient, creative, make happier customers and work better with their colleagues.

This year Clyde Valley signed up to International Week of

Happiness's pledge to contribute to a world where being happy at work is the norm, not the exception. During the course of week 23rd September we hosted a range of different activities for staff to boost happiness and moral. This included a video talk from Andy Cope – Dr Happy himself giving tips on how to be happy, smoothie bike sessions to produce our own delicious smoothies. We had planned to have a staff sports day on the Thursday afternoon but guess what Scottish weather prevented that....so we had ice cream in the office and an early day.



MAKE A STAND
Our homes, our people, our problem.

We've signed the **Make a Stand** pledge to support victims of domestic abuse, have you?

women's aid
until women & children are safe

CIH
Chartered Institute of Housing

daha
Domestic Abuse Helpline Scotland

#makeastand
cih.org/makeastand

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 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.

In October Clyde Valley's CEO Lynn Wassell was part of a judging panel at a public speaking competition organised by Lord Lieutenant of Lanarkshire. High school pupils from Holy Cross and St John Ogilivry took part in the prestigious event with Kilsyth winning out on the day.



CVG Staff's 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.



Training

The Repairs Team, along with two of our apprentices and members of the Housing & Finance Teams attended 5 full day training sessions covering Building Construction, Damp and Condensation, Heating Lighting and Power, Plumbing & Drainage and Building Maintenance & Reporting Repairs.

The course provided a great overview for the non-repairs staff and also enhance the Repairs Team knowledge and ability to diagnose faults and direct them to the appropriate contractor.

The course concluded with an assessment and participants were awarded a City & Guilds in Understanding Buildings & Managing Repairs.

Customer thanked staff for investigating a universal credit claim and helping customer to get a large backdate which has taken them out of arrears and saved them from losing their home!

Customer thanked staff for his new home and how easy the process was to move in

Customer thanked staff for the exemplary customer service

Customer thanked and compliment the workmen in her property for being very pleasant and tidy.

Customer thanked every single one of the guys that came round who were polite and friendly and done an absolute superb job of the toilet, they also they left the house and surrounding areas so so tidy!! I'm delighted with the work they have done so thank you!!

Staff Star Awards



After last year's resounding success, Clyde Valley held our second Star Awards event to celebrate and recognise our staff's amazing achievements. Whilst our performance results are clearly a collective effort and achievement, we believe our annual 'Star Performers' recognition scheme is a fantastic way of involving all members of the organisation in the nomination of individuals and teams who have really gone above and beyond all expectations.

Across the seven categories we received a huge 120 nominations for staff, the winners were chosen anonymously by an independent panel. We would like to say a huge thanks to Donna Milton, Alex Baird, Connie Hendry, Margaret McMahon and William Quinn who all generously gave up their free time to decide on our winners.

Donna Milton, chair of CVPS and one of the judges said "the number of nominations was superb and I found it heartfelt to read what colleagues are saying about each other demonstrating how much the staff care about making a difference. Each and every one of the nominees is a winner and selecting the final winners was really challenging. Congratulations to all!"

Janette Moran and Alison Wilson joint winners of our Stellar Star

Award said "We were delighted to win this award. Our roles are all about the customer and we strive to provide them with what they need and make dealing with Clyde Valley an easy and pleasant experience."

The event was held in South Dalziel Historic Building in Orbiston Street, Motherwell, a fantastic former church set up as a Community Interest Company to keep the church alive and serve the community by using staff and volunteers.

We want to say a huge congratulation to all our winners but also to everyone who was nominated and all staff who provide an excellent service each and every day.

Our winners!

Recognised for Positive Attitude – Randolph and Andrea
 Bright New Star – Tori Biggs
 Shooting Star – Katie Stewart
 Stargazer – Gerry Boylan
 Shining Star – Alan Anderson
 Superstar – Lisa Hughes
 Triple Star – Finance Team
 Stellar Star – Alison Wilson and Janette Moran





HAPPY TO TRANSLATE

THISTLE
INSURANCE SERVICES

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 let your Housing Officer know.

Important contact numbers

If you are a Clyde Valley Housing Association tenant and your pipes or tanks are frozen or if a pipe has burst, call the following numbers as soon as possible:

- **During Office Hours** 0800 073 0703
- **Outwith Office Hours** 0845 877 0411
- **Gas Escapes** 0800 111 999
- **Gas Heating Repairs** 0870 166 4439
- **All Other Emergency Repairs** 0845 877 0411

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?

Your household contents are your responsibility, not the responsibility of the housing association. It is important that tenants have adequate contents insurance in place.

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 recommend Thistle Insurance, they can be contacted via email enquiries@thistleinsurance.co.uk or by telephone: 0800 652 4990.

Info point

The simplest and quickest way to report a repair is to phone our CVHA Repairs Freephone on:

0800 073 0703

New Freephone number to pay your rent

As part of our overall improvement package, we have made it easier for you to pay your rent via a new telephone option for rent and factoring payments.

A **Freephone number**, the service is available from 07.00am to 10.00pm, 7 days a week, accepting debit card payments.

The number to call is:

0800 158 3298

Please have your card details ready when you call.

Remember, you can also pay by Direct

Debit, Standing Order or payment card (Allpay) - we want to make it easy for you to keep on top of your bills.



There is also our **App** that can be downloaded to your phone or tablet where you can view your account and click through to make payments - for this you will need your unique reference number - your Housing Officer can provide you with it.

If you need help and support, please call our dedicated Rent and Income Advice Team. We will be happy to help.



Contact numbers

Emergency contact numbers for holidays

CVHA Repairs Freephone 0800 073 0703

Emergency Repairs (out of hours)

Scottish Gas - smell of gas 0800 111 999

Scottish Power - no electricity 0800 111 4686

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

Gas heating repairs - City Technical Services 0844 579 6493

All other emergency repairs 0845 877 0411

our Income Maximisation Officers on 01698 328266 and 01698 244694

Useful numbers

Anti-Social Behaviour

North Lanarkshire Council 0300 123 1382

South Lanarkshire Council 0303 123 1015

(Out-of-hours Noise Team) 0800 24 20 24

East Dunbartonshire Council 0300 1234510

Allpay T 0844 557 8321

www.allpay.net

Environmental (Dog fouling, vermin, roads)

North Lanarkshire Council - 01698 403110

South Lanarkshire Council - 0303 123 1015

East Dunbartonshire Council - 0300 123 4510

ASB

North Lanarkshire Council Out of Hours 0300 123 1382

South Lanarkshire Council Out of Hours 0800 389 1105

East Dunbartonshire Council Out of Hours 0300 123 4510

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.
cvha@cvha.org.uk

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



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