

## FEATURED INSIDE

- 01 / Service Updates
- 02 / A day in the life of
- 03 / Board Update
- 04 / Customer Engagement
- 05 / COVID-19
- 06 / Make a stand Pledge
- 07 / Whats going on at CVHA
- 08 / Good Neighbour Award
- 09 / Games and Puzzles

## ISSUE 11 JUNE 2020

News from Clyde Valley Housing Association

**AS YOUR LANDLORD, WE ARE DOING EVERYTHING WE CAN TO HELP AND SUPPORT YOU DURING THE COVID-19 CRISIS.**

IF YOUR CIRCUMSTANCES HAVE CHANGED PLEASE DO NOT HESITATE TO GET IN TOUCH WITH US. WE ARE HERE TO HELP.

**SAVE THE DATE 14 SEPTEMBER AGM**

# CONNECT



# Welcome to CONNECT Issue 11, CVHA's Summer newsletter

**I can scarcely believe how our world has turned since I wrote to you in our Winter 2019 newsletter.**

**As I write this message we're entering week 12 of lockdown due to the outbreak of the coronavirus pandemic and we're living through Scottish Government's Phase 2 of restrictions being lifted.**

As you know, our team members at Clyde Valley Group are working hard to deliver services to all our customers from their homes. We're not permitted to deliver some services inside your home at the moment, such as routine repairs and property improvements like kitchen and bathrooms. We will work towards catching up on all this work as soon as we can.

**I want to thank each and every one of you for the patience and understanding you've shown in recent months whilst we do our best to support you in these challenging circumstances. We know that many of our customers are finding things really hard. Some of you will have lost loved ones and our hearts go out to you. Some of you have found you are unemployed- perhaps for the first time or your job is under threat. We're here to help and we care.**

Since lockdown began we've contacted and spoken to over 800 customers to make sure they have all the help they need. We've been in over 1000 homes to deliver emergency repairs and essential gas servicing. You'll know that we've been sending out new text and email surveys to see what you need from us and we've had more than 500 responses so far.

We were pleased to be able to donate £6,000 to six of our local foodbanks who can help us target the people who need that help. We currently have an application in to secure a further £10,000 which we hope to be able to divide out again. The foodbank staff have all done an amazing job and we're hugely grateful to them.

Our first priority is to keep our customers and staff safe. With that in mind we've been making sure current services are delivered safely and we're communicating with you so we know if you or your family are shielding, if you're ill or if you're uncomfortable about someone entering your home. We're planning carefully and redesigning the way we work and making sure our contractors carry out safe working practices, including social distancing. We're planning for now and for the foreseeable future. We're experimenting with technology and practices to reduce the need for face to face contact where needed.

We're keeping our website up to date for you as the lockdown measures continue and we will continue to keep in touch with as many customers as we can.

Please continue to bear with us. I know you'd want to join me in thanking my team at CVG for their dedication and commitment to our customers at this most difficult and unprecedented time.

We remain, as ever, committed to making a difference in peoples' lives and communities.



**Lynn Wassell**  
Chief Executive

A handwritten signature in cursive script that reads "Lynn".

Lynn Wassell  
Chief Executive

**Following Government guidelines our offices will remain closed until further notice.  
All of our staff continue to work remotely from home during normal office hours:  
Monday to Thursday 9am - 5pm, Friday 9am - 4.30pm**

# Services update

# /01

## Repairs

For all Clyde Valley Group properties, we currently are delivering only emergency repairs. We continue to assess call volumes and prioritise repairs by the severity of the repair and the vulnerability of the customer.

At this time please do not contact us if the repair can wait – we will focus resources on repairs which have a health and safety risk and where non-attendance may result in the property being uninhabitable in the future. Please bear with us at this time. Our contractors and CVHA have planned for this situation and our contractors have stock of key components which may be required to deliver this service.

Clyde Valley Repairs emergency number is  
**0800 073 0703**

**In the event of an emergency repairs or issues please call the relevant number below;**

For Gas Escapes call Transco on **0800 111 999**  
For Power Outages call Scottish Power **0800 111 4686**  
No Water Supply or burst pipes **0800 077 8778**  
Gas Heating Repairs **0844 579 6493** or **0141 646 5091**  
For All Other Repairs **0845 877 0411** or **0141 341 2052**

## Rent

If you need any help or advice with your rent account or if you are worried about a change in circumstances due to loss of earnings, please contact our Rent team. We can advise on what you can claim if you are unable to work due to you or someone in your household being ill or self-isolating. It is important you keep in touch with us if you are experiencing problems.

You can continue to pay your rent in the following ways:

- By telephone - just call **01698 268855** and choose Option 1
- Use your Allpay card at any Post Office or Paypoint
- On-line by visiting <https://cvha.org.uk/services/pay-rent/>

## Housing/Allocations

Please contact a member of our Customer Service Team if you have a general tenancy enquiry. We have recently updated our telephone system to ensure we get you to the right person to help: Please contact us on **01698 688 030**. If you have an enquiry about:

- Your tenancy
- Reporting changes to your household
- Ending your Tenancy
- Tenancy changes (such as Successions, Assignations & Mutual Exchanges)
- Neighbour complaints
- Your Application for Housing
- Housing Options Advice
- What is happening with lets at the moment

## Estate Issues

We are working hard to try and support all of our tenants but we do please ask everyone to respect the lockdown guidance enforced by the Scottish Government. Please be aware that we will always do our best to provide you with support and advice but under current circumstances we may be limited in what we can do at this point in time. We ask you to be mindful of the challenging times we are in and try to have consideration and patience with your neighbours.

- If you are concerned, about a vulnerable neighbour please let us know and we can provide you with advice and assistance.
- If you need to apply for a Community Care Grant or Crisis Grant, please visit Scottish Welfare Fund - [mygov.scot](http://mygov.scot)

**Urgent antisocial behaviour incidents** should in the first instance be reported to Police Scotland on 101 or you can contact our Customer service team to discuss any of the above matters on **01698 688 030**.

We know people are carrying out renovations at this point in time, please be mindful that the Councils are not offering bulk uplifts, store any larger items indoors or a safe place until this service resumes. Please be mindful that if you wish to carry out any renovations you need to seek permission from CVHA first.

Log in to our portal on our website and complete our online household details to ensure we hold the correct information on our system.  
Follow us on Twitter to keep up-to-date with a variety of information @CVHA\_



# A day in the life of...

An insight into lockdown life for some of our staff and teams



**The Allocations Team** have adapted well to working from home. We are still taking enquiries and making contact with people on our waiting list. We were unable to physically let out any properties since lockdown came into effect, however we have been working behind the scenes matching properties to prospective tenants and carrying out all the necessary checks. We also had been looking into alternative ways of how we can deliver our service and are keen to hear your views on virtual viewings. Since some lockdown restrictions have been lifted we have cautiously started to allocate properties and arrange viewings, taking into account all social distancing measures. We continue to work from home but please don't hesitate to contact us if you have a query about your Housing Application, please contact us if you need any advice or assistance.

## A snap shot in the day of the life of an Allocation Officer during lockdown

**07.00 am** – Alarm goes off so that means time to get up get ready. I like to keep to a routine weekdays as feel it keeps us all focused. I wake my little girl up and get her organised for the day ahead.

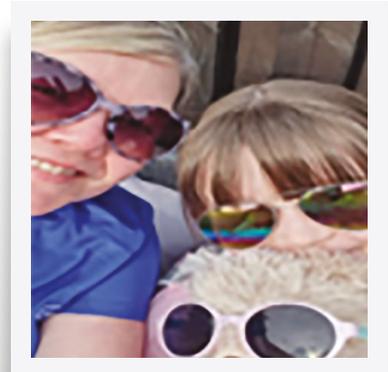
**08.00am** - All washed and ready to start the day. Me and my daughter do an exercise class from Little Sports on youtube. We try and do at least 40 mins every day and also like to try different work outs to keep it interesting. I have really enjoyed doing this with my little one. We laugh and encourage each other to keep going.

**8.40am** – Breakfast for my daughter while I set up my workstation for the day which happens to be on my sofa as I don't have space anywhere else in the house. Set up some school work for the day to keep my daughter going.

**9.00am** – Time to switch my phone on and deal with any enquiries that have come in from the previous night. Clear my emails then focus on looking at allocations for our empty properties.

**11.00am** – Coffee time and also morning break for my wee one. She likes to go out if it's dry and play on her trampoline.

**11.20 am** – back to work for me and my daughter. She has a maths exercise to do. Back to replying to emails and getting up to date with any paperwork I have. My daughter is struggling a bit with some of the



maths questions so I try my best to help her out. My maths has been tested over this lockdown period. Been a long time since I was at school but have found google a godsend the past few months.

**12.15pm** – Make my wee one a nice salad for lunch which she enjoys while I get some more work done.

**1.00pm** – Walk time. We do this every day at the same time as we both feel it breaks up the day. We walk at least 2 miles locally then head home so I can grab a quick lunch before getting back to work.

**2.00pm** – Both me and the wee one enjoyed our walk. She chased some butterflies to try and see what kind they were so she could tick them off her list. She loves butterflies and has a big chart on her wall of all the different species. Back to school work and allocations work for us.

**3.00pm** – Technically end of home school for my daughter but have given her some arts and crafts to do while mummy has a zoom team meeting to catch up with the team and how everyone is doing. So proud of how she has coped during this period and how understanding she is when mummy has meetings etc.

**4.00pm** – Daddy's home! My husband is a key worker and is out most of the day so it's always an exciting time when daddy gets home. He helps out with the arts and crafts and more importantly the cleaning up afterwards. He keeps the wee one amused while mummy finishes up what she has been working on today.

**5.00pm** – Time to switch off the laptop and put away my workstation for the day. Have a bit of a process every night to switch off from working to family time. I put all my work equipment away for the night have my daily tidy session.



We all sit down and have dinner together and talk about our days. Mostly our days are very similar but talking the day through is important to keep things as normal as possible. This has been our 12th week in lock down. Sometimes it feels as if it flew in and other times it feels like 10 years. Sticking to a routine has definitely helped.

**The Revenue Team** have been extremely busy over the past few months adapting to new ways of working and making sure all our tenants have access to the advice and information they need to maximise their income and enable them to pay their rent. If you have been financially impacted by Covid-19 please contact one of our Revenue Officers who will be able to offer advice and support. It is really important for you to make us aware of any changes that may affect your ability to pay your rent. Moving forward we want to make sure that we are accessible to our tenants. We are considering options for virtual appointments and how we can safely meet with you when the time comes. There is a short survey within the Newsletter and we are asking you to tell us how best we can communicate and engage with you at this time. We would be grateful if you could spend five minutes completing the survey as your views are important to us.

### A snap shot in the day of the life of a Revenue Officer during lockdown

A day in the life of rent officer can vary each day due to the nature of our job and the several different tasks that we do. Carrying out a Rent Officers role can be challenging, especially whilst adapting to working from home during the current pandemic. It is very different to my normal working life in the office as I am now working alongside a toddler.

The main focus of my job involves trying to support customers to ensure they can pay their rent and providing advice if they experience any financial difficulty.

Things are very uncertain at the moment for everyone and we understand that so are spending a lot of our day helping and giving advice to customers in terms of welfare benefits, checking what they are entitled to and how make a claim for them. Due to this, we have had a lot of difficult conversations with customers who are having financial difficulty or a change to their circumstances, so we work alongside them and try and support their needs when possible.

The job can be hard at times but it's not every day you are sitting doing your work and you have your toddler

running into the room dressed as Marshmallow man, asking you to be a Ghostbuster and play with him.

**The Housing team** are currently working from home, ready and available to help and support our tenants in need.

As a team, we have been actively trying to make contact with our tenants who may be vulnerable in the current Covid-19 crisis. This includes contacting all of our tenants who are over the age of 70, or who have been identified as being high risk of Covid-19. We have been working closely with local foodbanks, local support and advice agencies along with our own Income Maximisation and Revenues teams to help our customers through hardship as a result of Covid-19.

Whilst we cannot visit you at home just now, we are still available to provide advice and support to our tenants during this time and are working hard to resolve your queries ranging from general enquiries to more complex situations. We are working closely with our colleagues in Police Scotland to resolve anti-social behaviour and neighbour disputes.

We have been liaising with the local Environmental Health and our own Repairs teams to respond to estate management issues. In light of the 'lockdown' we are unable to carry out our inspections as we normally would. We are however, working with you taking action on the more urgent matters.

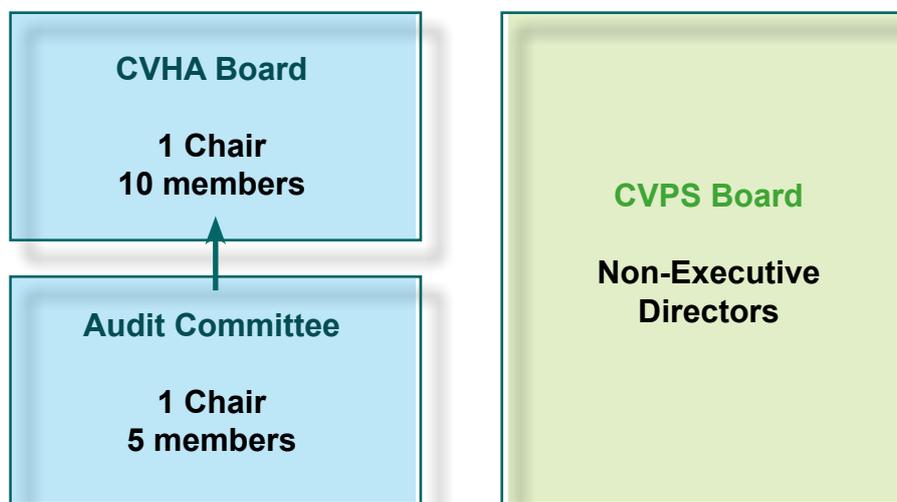
Within the team, we also have a new officer, Becky Cassidy, who joined us from the Revenues team. Learning a new role from home can be challenging, however the team are pulling together to provide support to each other during this time.

Just like many of you, working from home has presented different challenges for us too. These all vary from juggling work, home schooling and childcare to supporting our more vulnerable family members. We have even had a number of small children or pets insisting in joining team meetings! Throughout this time, we have all found a new appreciation for seeing those we care about in person, the opportunity to spend time outdoors in the sunshine, passing hello's and a boost in community spirit.

Overall, our team are still here, working hard to resolve any issues you may be facing – please do not hesitate to contact us, should you require our assistance.

## Board

Clyde Valley Group has an active and engaged Board group made up of volunteers who offer their expertise to our Executive Team. Their expertise in a variety of sectors is invaluable to the delivery of the Strategy of the Group and the continuation of good governance and financial viability to ensure investment in your homes and services offered. There are 2 Boards and one Committee which operate for the interests of CVG.



During a recent governance review including horizon scanning across the housing sector, charitable and public sector there have been discussions around remuneration for Board Members who hold the positions of Chair. The purpose of making a modest annual payment would be:

- To recognise the amount of work and time involved
- To recognise the level of responsibility, ownership and accountability being taken
- To attract and retain the right people with the right skills and commitment required to lead CVG's business and financial strategy, ensure legislative and regulatory compliance and enhance decision making by the governing body

The number of paid Board roles are gradually increasing across the Scottish housing sector.

As we're a Registered Social Landlord, we have to comply with the requirements of the Scottish

Housing Regulator and also the Office of the Scottish Charity Regulator if the decision is made to pay any of our non-executive members. We will have a policy framework in place and this will be published on our website including the amount of payment being made.

It is proposed that if remuneration is agreed by Board in June this decision requires a Rule change to be considered by shareholding members at a Special General Meeting. The meeting is intended to be held on the same date as our AGM that will take place in September 2020 or as soon as we can safely and legally hold this.

The Board is working with an independent advisor and anyone who currently holds a Chair's position will not be involved in any decisions. If you would like to contact us at all to in relation to decisions being made to remunerate Chairs in the Group please do not hesitate to contact us via [cvha@cvha.org.uk](mailto:cvha@cvha.org.uk).

**SAVE THE DATE**  
**14 SEPTEMBER**  
**AGM**

# Customer Engagement

# /04

**Your health and wellbeing are extremely important to us, at Clyde Valley Group. As your landlord, we are doing everything we can to help and support you during the Covid-19 crisis. We are contacting our customers via email, text and phone over the next few weeks to check on your wellbeing, so please keep an eye on your emails and texts.**

Some of you may have received these already, or some of you may receive a phone call from us to find out how you are getting on. We are asking a set of questions about how you are coping, and how you are feeling about contact with Clyde Valley Group.

We are asking you to identify if you are at a high risk from Covid-19 or a low risk based on the Government's guidelines. We will then ask you a set of questions which will help us to identify those of you that may need a bit more support or assistance from us. If you inform us that you may require assistance, you will receive a call from our Tenancy Sustainment Team who will be able to offer you advice and assistance.

Whilst our staff have been busy working from home, we are also asking your opinions on what services are most important to you at this time and how you wish to interact with our staff as the Scottish Government introduces its phased plan to ease lockdown measures. We understand that people's circumstances and thoughts will change depending on their own personal situation and current government guidance. Because of this, we are sending out the surveys on a regular basis. This will help us to tailor our services to meet your needs.

Thank you to those of you who have already completed our survey. The survey should only take a few minutes to complete and your responses are very much appreciated each time.

If you would like to discuss any matters relating to the survey, or if you feel that you may require further assistance, please contact our Tenancy Sustainment Team on **01698 688 030**.

## Tenant Survey

We are keen to understand how you would like us to engage with you while we navigate new ways of working to keep both our customers and staff safe. CVHA want to continue to put customer service at the heart of what we do and we want to get this right. Your views are important to us and will help us shape how we deliver our services going forward. We have a few questions that we would like you to answer as part of a short survey, it should take no more than two minutes to complete. There is an opportunity to win £25 worth of vouchers if you take part in the survey!

Thank you, Customer Services Team

<https://www.surveymonkey.co.uk/r/JQY5CSJ>

## Customer Panel

We have a current team of 11 customers who meet regularly throughout the year to support CVHA in making a difference to services provided to tenants and customers across our communities'. If 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 and submit the online form <https://cvha.org.uk/services/join-our-customer-panel/>

Or you can email us at [cvha@cvha.org.uk](mailto:cvha@cvha.org.uk) for further information.

# COVID-19

We have a range of information on our website to keep you updated with the services we are providing along with contact details for Housing officers, the Revenues team and for Emergency repairs. <https://cvha.org.uk/covid--19/>

We're here to help, please don't hesitate to get in touch with us if you are struggling and require any help.

## Be aware of COVID-19 Scams

As Scottish communities deal with uncertainty and isolation, there is a rapidly increasing variety of scams related to the Coronavirus (COVID-19) outbreak.

If you have any concerns report suspicious behaviour in your community to Police Scotland on 101 or 999 in an emergency

Report all scams to Advice Direct Scotland on **0808 164 6000** (Monday to Friday) or through their website <https://www.consumeradvice.scot/>

We have put together some examples from Trading Standards Scotland website of current scams which have been identified and you should be aware of:

## Online quizzes

Consumers are being urged to be wary of online quizzes. These quizzes may appear to be testing your knowledge about the spread of the pandemic, but ask for a range of personal details which could be used to commit financial fraud or identity theft.

The questions asked often include details such as addresses, phone numbers, dates of birth, pet names and other family information which can be used by data harvesters to create a full target profile.

## Common email scams

- There have been a huge number of fake emails, text and calls claiming to be from HMRC. In an attempt to combat this, HMRC have published a list of their current messages so that you can recognise genuine contact, as well as advice on dealing with phishing



emails.

- Emails or texts saying that the Government are offering everyone a basic wage and that you should send your bank details to receive it. The Government will not contact you in this way.
- A text supposedly from the Government claiming that your movements have been monitored and that you are being fined for leaving your house too frequently during the lockdown. You are asked to click on a link to pay a fine. The Government has so far sent only 1 text about COVID-19, on Tuesday 24 March.
- An email, text or call supposedly from the NHS asking for donations to fund a cure for COVID-19.
- Emails claiming to be from various charities asking for donations to different causes related to COVID-19, such as fundraisers for victims.
- An email supposedly from the World Health Organisation (WHO) asking you to click on a link or download information about COVID-19. The WHO has issued a statement warning against these scams and have said that they will not contact you in this way.

## Fake supermarket vouchers

Scammers are emailing fake vouchers, supposedly from supermarkets, offering assistance buying food. Clicking on the link to apply for the coupon could take you to a site trying to steal your personal and financial details.

## Online Shopping

When shopping online, carry out some research before purchasing from sellers or companies you are not familiar with. Rather than relying on reviews hosted on the website you are purchasing from, look for independent reviews on official websites.

Be wary of pop-up adverts which appear while you are shopping online. These may ask you to enter personal details in return for a discount code or special offer;

## Fake Medical Products Online

The MHRA has also investigated an increasing number of bogus medical products being sold through unauthorised websites claiming to treat or prevent COVID-19.

**At this time, there are currently no medicines licensed specifically for the treatment or prevention of COVID-19. Any products or cures advertised may be fake and potentially dangerous.**

## Doorstep Scams

There have been reports about companies offering to 'cleanse' properties of COVID-19 bacteria, such as the pictured advert offering to spray your property with Hypochlorite bleach to 'kill coronavirus'.

Another advert offered an 'antibacterial and cleansing wash system' which apparently removes 99.9% of bacteria from house exteriors and gardens using a chemical spray.

**Spraying chemicals/bleach on the exterior of your property will not protect you from COVID-19.**

There have also numerous reports across the UK about fraudsters cold calling households and posing as NHS or Red Cross staff. They might offer to help people with their shopping in return for payment, attempt to sell home testing kits or ask to get donations to fund a vaccine for COVID-19.

Some cold callers have been offering to test people for the virus in exchange for £100.

**Staff from the NHS or Red Cross will not turn up at your door unannounced to ask for money or to sell home testing kits.**



# Make a stand pledge

# /06

**Make a Stand was launched in June 2018 as part of then-CIH president Alison Inman's presidential appeal to tackle domestic abuse.**

**Clyde Valley have signed this pledge to support our tenants who may be experiencing domestic abuse.**

**Over two thirds of survivors responding to women's aid survey in April 2020 told the national charity that domestic abuse is escalating under lockdown and 72% said that their abusers have more control over their lifeline since COVID 19.**

**If you are worried that your partner, or that of a friend or family member is controlling and abusive. Please don't suffer in silence, there are support services out there to help. Please find below a list of support contacts:**

#### **National Helpline Scotland**

Scottish Domestic Abuse Helpline **0800 027 123**

#### **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 South Lanarkshire **01698 891498**
- Monkland Women's Aid based in Airdrie **01236 432 061**
- Cumbernauld Women's Aid **01236 730 992**
- North Lanarkshire Women's Aid **01236 730 992**
- Motherwell & District Women's Aid **01698 321000**
- Hemat Gryffe Women's Aid **0141 353 0859**
- Shakti Women's Aid **0131 475 2399**  
(Asian, black and minority ethnic women/children)

**"Just by being there to listen, that can make a world of difference to some people"**

#### **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;

- **0141 553 2415**
- **01698 336 565**

#### **Shelterline**

A free-phone service providing information about emergency access to refuge services and general housing matters.

- **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 **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**

#### **Police**

The police can be contacted by dialling **101** and asking to be connected to your local Domestic Abuse Investigation Unit.

**Remember – if you are in immediate danger – call 999**

**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

Chartered  
Institute of  
Housing

daha  
Domestic Abuse Helpline Scotland

#makeastand  
[cih.org/makeastand](http://cih.org/makeastand)

# What's going on at Clyde Valley

# /07



## Clyde Valley 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 continues to offer support in these times of uncertainty, all counselling sessions are being carried out over the phone by their trained counsellors, any new guest will have phone referral then be allocated a counsellor for telephone counselling where possible. The building is closed for volunteer and guest safety but the phone lines are open 24/7.

Anyone Chris's house staff feel is in immediate crisis and is unable to wait or if they can't settle them on the phone they will see them but only in exceptional circumstances. Chris's House are following all Government guidelines to keep their staff and guests

## Clyde Valley Group achieves Gold Healthy Working Lives Award

Clyde Valley Group started their Healthy Working Lives journey 18 months ago. Bronze accreditation was achieved in February 2019 and quickly followed by Silver then Gold in March 2020.

To achieve Gold Accreditation our staff have taken part in a variety of campaigns over the past 18 months which include:

- Walk all Over Cancer
- Healthy Lunches
- MacMillan Coffee Morning
- Mindfulness sessions
- International Happiness Week
- Reverse Advent Calendar
- Stress Awareness Month

Lynn Wassell, CEO said "We take our staff wellbeing very seriously and want people to have a good work/life balance. To do this we believe having happy, healthy and motivated staff is a must so they can best help all of our customers too. Using the HWL framework really helps us focus on the activities and health campaigns our staff need

and safe as possible.

These are unprecedented times we never thought we would face, many people will be facing and going through exceptionally challenging times. If you, or someone you know is struggling Chris's house are there to help. **Please don't hesitate to make contact.**

Phone number 24/7: **01236 766 755**  
[info@chrisshouse.org](mailto:info@chrisshouse.org)

*Covid-19 has thrown up some challenges for us this year and how we support Chris's House as our nominated Charity. Prior to lockdown we were delighted to support Chris's House in obtaining £10,000 funding from The Lintel Trust who administer the Scottish Procurement Alliance Founders Fund. This funding will help Chris's House appoint an administrator to help deliver their vital support, coordinate work and seek additional funding.*

*In addition to securing grant funding staff on a weekly basis had been volunteering their time to support Chris's House with admin tasks. Whilst we haven't been able to continue the events we had planned as part of our fundraising efforts, staff have been continuing to donate through the employee Just Giving and we are pleased to say we are on track to beat our target of £2100.*

*Chris's House will appoint an administrator with this funding to help deliver support, coordinate work and seek additional funding (social inclusion).*

and are asking for. This is all the more important as we support our team during lockdown so we can be strong, resilient and maintain good mental and physical health."

Graeme Stevenson, Senior Health & Work Officer from HWL team said "I was really impressed by the commitment and range of activities the team at Clyde Valley delivered as part of the HWL programme, during the period they have really embedded the HWL ethos into the culture of the organisation and have really taken into consideration the Health, Safety and Wellbeing of staff. This is further demonstrated by the quick advancement through each award level from Bronze to Gold since 2018."



# What's going on at Clyde Valley... Continued

## Food bank Donation

Food banks have never been more needed during the challenging times of COVID-19, everyone should be able to afford the basics though it can be difficult just now to know where to turn to for support.

Foodbanks are operating! If you need a foodbanks help because you have no money or food head to the Trussell Trust website to find your local food bank and see what support is available in your area. <http://www.trusselltrust.org/coronavirus-food-banks/emergency-support/>

To show our support for the vital work the foodbanks are delivering we have been happy to help in a small way by providing a money contribution to the following local foodbanks:

Contact details -

Airdrie

East Dunbartonshire

Cumbernauld and Kilsyth

Clydesdale

Hamilton and Blantyre

Clyde Avon and Nethan

**01236 793 423**

**07425 134 131**

**07365 808 810**

**01555 771 700**

**07884 451 512**

**07591 104 027**

If you need help please don't hesitate to contact your nearest foodbank or give your Housing Officer a call for assistance.

**"Clyde Valley were the first people to ring me from a professional organisation that I deal with, I was really impressed."**

**"Receiving help and advice from the Income Maximisation Team to claim welfare benefits, has helped me financially and lifted a weight from my mind."**





### Kids competition

Clyde Valley kids have recently been taking part in a little competition during lockdown and have put their creative talents to good use. A selection of entries have been gathered and will be collated into a booklet to raise funds for Chris's house.

### WINNER



Charlie Webster's (aged 7) Easter Story

It was the night before Easter and I was really excited. "Time to go to bed," said Mum. "Ok," I replied, and went to bed.

At about midnight I woke up to the sound of someone saying, "Egg here, one there". I got out of bed to see who and why they were saying it. When I got outside, the first thing I saw was an egg shaped thing with little chicks tied to a rope. "Why on earth are you here? You should be in bed sleeping," said a voice in the shadows.

"I won't tell you until you tell me who you are," I shouted into the darkness.

The creature stepped out of the shadows. It looked cautiously left and right. "Ok, I am the Easter Bunny," whispered the Easter Bunny and added, "My real name is Fred Easters. Call me Freddie or Fred."

Fred had a white shirt with long sleeves covered by a waistcoat which was blue. The waistcoat had no sleeves at all. Fred had a pair of brown trousers and Fred was holding an egg. "Here, take this," whispered Fred.

"Don't you need it?" I asked.

"No, there's plenty more in my vehicle. Why don't you come home with me?" he replied.

"Oh yes, please," I began, "but how do we get there?"

Fred burst out laughing and whispered, "I know how. Leave it to me." I stared at him, looking puzzled.

"Follow me," said Fred as quietly as possible without whispering. I followed Fred up a ladder on the vehicle and into a seat. Fred shook the rope and said "Home." And I lived with Fred and still am.

The End

## INFO POINT



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 let your Housing Officer know

# Good Neighbour Award

# /08

Send us your nominations for the Good Neighbour Award. We would love to hear about how someone has gone above and beyond for you or your neighbourhood and made a positive difference.

Email or text us your nomination [cvha@cvha.org.uk](mailto:cvha@cvha.org.uk) titled Good Neighbour Award



Academy Street in Coatbridge is made up of 12 flats in an old library building. Residents take great pride in not just their flats but the surrounding communal area. They have sent us in this picture which shows some small solar light strips around a few of the trees at the rear to encourage their neighbours to come out for socially distanced chats to keep the community spirit alive!

		4		2		
		2				1 8
5		6 9				3
	6 9			3		
	5				2 1	
8		1 5 7	6			9
			3	9 6		
9		6	2		5	
				7		2

**MERMAID**  
**OCTOPUS**  
**OCEAN**  
**STARFISH**  
**SEAHORSE**  
**PEARL**  
**CRAB**  
**SEA**  
**DOLPHIN**

S	E	A	H	O	R	S	E
E	M	C	R	C	L	T	P
A	E	R	A	E	I	A	D
I	R	A	D	A	P	R	D
D	M	B	I	N	H	F	O
F	I	S	N	U	O	I	L
O	C	T	O	P	U	S	P
F	R	E	N	D	I	H	H
A	A	P	E	A	R	L	I
M	E	R	M	A	I	D	N







# 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.

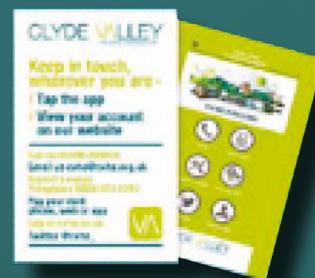
Remember, you can also pay by Direct

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](mailto:cvha@cvha.org.uk)

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 as a different language, large print, Braille or audio.



**WORLD  
LAND  
TRUST™**

[www.carbonbalancedpaper.com](http://www.carbonbalancedpaper.com)  
CBP001998

The paper used in the production of this Newsletter has been Carbon Balanced