

CONNECT



CLYDE VALLEY
HOUSING
ASSOCIATION

ISSUE: 19 SUMMER 2024



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We are here to help you, to see a member of the team, please make an appointment.

Contact Us:

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

 01698 268 855

 cvha@cvha.org.uk

 www.cvha.org.uk

AGM
SAVE THE DATE

CVHA Office
5:00pm -
16th Sept 24

A message from our Chief Exec

I am delighted to connect with you through our summer newsletter. This time of year brings opportunities for community engagement and outdoor activities, and I hope you and your families are enjoying all that your neighbourhood has to offer.

This summer, we are excited to roll out a series of community events (see page 12). These events are an opportunity for us to strengthen and support our neighbourhoods and communities and will provide an opportunity for you to have your say and speak to a member of our team.

Additionally, we are developing our 2025–2030 Corporate Strategy, and we want to align it with your needs and aspirations. To achieve this, we invite you to attend a strategy event at our offices on Wednesday, September 18th (see page 9). Your insights and experiences are crucial in shaping a strategy that reflects our vision and values. Your participation is key to ensuring our plans meet your expectations.

Wishing you all a safe, enjoyable, and memorable summer.

Carron Harmony



Universal Credit managed migration

Support and advice about moving to Universal Credit

Are you currently claiming legacy benefits?

Are you currently claiming either one or more of the following:

- Child Tax Credit
- Working Tax Credit
- Housing Benefit
- Income Support
- Income-Based Job Seeker's Allowance
- Income-Related Employment Support Allowance



If your answer is yes to any of the above then you need to know about Universal Credit Managed Migration.

The Department for Work and Pensions is in the process of writing to all legacy benefit claimants and formally issuing a 'Migration Notice'. This notice gives you three months to make a claim for Universal Credit.

When will I be notified that I will be moving onto Universal Credit?

Once you have received the letter, you will have 3 months to make your claim for Universal Credit.

The notice tells you:

- The need to claim UC instead.
- The 'deadline day'.
- What happens if you don't claim in time.
- Other information about how to claim UC, joint claims, couples, etc.

What happens if I do not claim Universal Credit within the 3 month window?

We would strongly recommend you do not miss your deadline date.

The DWP may extend (at discretion) the deadline by 1 month.

If you claim after the final deadline:

- Your legacy benefits will stop immediately.
- You are not able to get transitional protection.
- Your Universal Credit will not be backdated.



Keep in Touch

If you receive your Migration Notice, it is important that you contact us, so we can discuss your rent. Please call 01698 268855 or email cvha@cvha.org.uk and ask to speak to a member of the Revenue Team.

If you are on Universal Credit – you have to make a separate claim for Council Tax Benefit.

Survey Results

Background to the survey

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



520 INTERVIEWS

carried out by telephone

Overall Satisfaction



8 out of 10

customers were satisfied with the overall level of service

Your Feedback

"Very nice cheery and pleasant also very helpful."

"The CVHA Technical Inspector has just left and done a wonderful job of resolving issues in the property and was very nice and helpful."

"Thank you CVHA for my new wet room. The workmen were fantastic and level of service from Clyde Valley was excellent "

"Staff are very helpful and very pleasant"

Communication



40%

of customers listed email as their preferred method of communication



89%

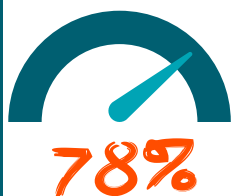
said CVHA was good at keeping them informed



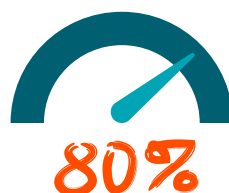
88%

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

Repairs and housing quality



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



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

Rent and affordability

Service priorities



77%

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

Top three priorities for our customers



75%

delivering an effective repairs service

33%

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



49%

improving the overall quality of your home

41%

Found it just about affordable



48%

Good quality landscaping, security and maintenance of common areas

26%

Found it difficult



Our Priorities for 2024



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



We will continue our programmes of work to **invest in your homes**.



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



We are working on our new Customer Engagement Strategy to increase your **opportunities to participate** as well as holding community events to hear your feedback and views on our services.



Be a good neighbour this summer



During Summer, many of us look forward to spending more time outdoors, enjoying the sunshine and warm weather. However, with increased outdoor activities comes the importance of being a good neighbour to those around us.



Respecting Noise Levels

One of the most significant considerations during the summer months is noise levels. With more people hosting backyard barbecues, parties, and outdoor gatherings, it's essential to be mindful of the noise you're creating. Remember that not everyone may enjoy the same level of noise as you do, so it's crucial to keep the volume reasonable and to be respectful of your neighbours.



Picking Up After Your Pets

Summer is also a prime time for pet owners to enjoy the great outdoors with their furry friends. However, remember to clean up after your pets and dispose of their waste properly. Dog poo can be a significant issue for neighbours who may not want to navigate through messes in their own gardens or shared spaces.



Remember that a little consideration and respect can go a long way in building strong relationships with those around you. So go ahead and enjoy the summer weather, but do so responsibly and with an eye towards being a good neighbour. Happy summer!



Guide to Antisocial Behaviour



Introducing Our New Guide to Anti-Social Behaviour

We're excited to announce the launch of our new guide to anti-social behaviour. This resource is designed to provide you with the knowledge and tools you need to effectively manage and prevent anti-social behaviour in your community.

As we all know, anti-social behaviour can have a significant impact on our daily lives, from noise disturbances to vandalism and intimidation. It can be frustrating and unsettling, and it's essential that we work together to create a safe and respectful environment for everyone.

If you're viewing digitally, click on the image to access or visit our website: <https://cvha.org.uk/useful-documents-and-information/>

Dolly Parton

is bringing her imagination library to Douglas!



Clyde Valley Housing Association is delighted to partner with The Dollywood Foundation UK to work together to inspire a love of reading in all Douglas children from birth to age five with FREE books.

Inspired by her father's inability to read or write, Dolly started her Imagination Library in 1995 for children in her home county. Today, her programme spans five countries and gifts over 2.5 million free books each month to children, regardless of the family's income. Earlier this year, Dolly celebrated her 200 millionth book gifted milestone since inception.

How does the imagination Library work?

Once your child is registered, they will receive a FREE high quality age-appropriate book addressed to them in the mail each month until their 5th birthday.

Who can register?

Any child from birth to age 5years living in Douglas, you do not need to be a CVHA customer.

Where can I register?

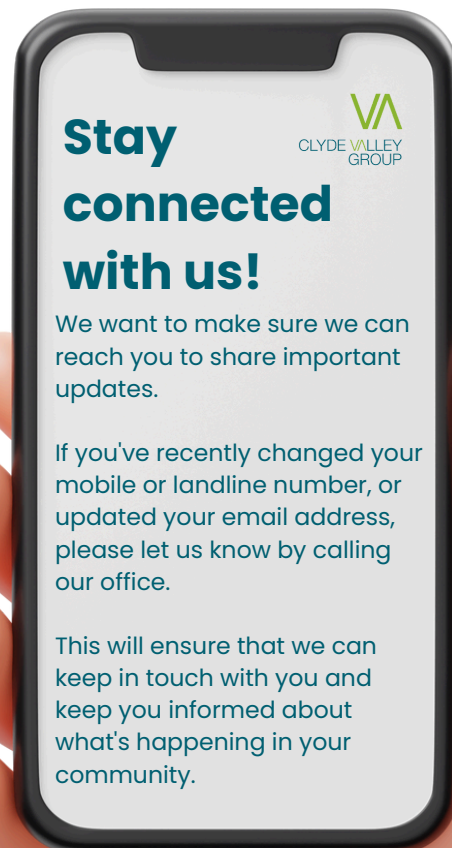
CVHA will be hosting a drop in session:

When: Wed 24th July 2024 between 11am - 1pm
Where: St. Bride's Community Centre, Braehead, Douglas, ML11 0PT

We will also be contacting the local nursery and schools to help spread the word. In the meantime you can visit the imaginationlibrary.com by scanning the QR code or call us on 01698 268 855 to talk to a member of our team.



YEE
HAW



Partnership Working

North Lanarkshire Council



We're pleased to share our partnership with North Lanarkshire Council, who have recently opened a new tech flat in our Bellshill Development. During a recent tour, we were impressed by the assistive technology available. It's incredible to see how smart technology can significantly improve someone's life, providing independence while also offering peace of mind to their loved ones. To arrange a visit to the technology flat, email techflat@northlan.gov.uk

Investors in People



After undergoing a thorough assessment process in December 2023, we were thrilled to achieve, at the first attempt, 'We Invest in People' Gold Accreditation from Investors in People. In doing so, CVHA has earned its place among accredited organisations, with only 26% attaining the prestigious gold status.

Furthermore, we were awarded with the 'We Invest in Wellbeing' Silver Accreditation, reflecting our dedication to our people and their development and wellbeing.

The Miracle Foundation



Every year, our staff come together to choose a charity to support, and this year we've selected The Miracle Foundation as our charity of choice. This remarkable organisation does incredible work helping children and young people navigate the challenges of bereavement and trauma. To show our support, our team embarked on a sponsored walk around Strathclyde Park, and we're thrilled to announce that we raised an impressive £1,000!

We need you!

This year a big priority for us is engaging with you and making sure you are involved in our decision-making processes. Your voice matters and helps us to ensure we are providing the best possible service for you.

We have a number of activities happening over the year where we will be looking for your input, this will range from a simple survey being sent out to asking you to be involved in a small working group. This participation is all voluntary and taking part is entirely up to you.

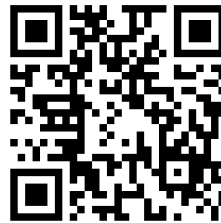
If you would like to be involved in any consultation work please either complete the Participation Register form below or email/phone us.




Participation Register details:


<https://forms.office.com/e/bdkihCQCyD>

or **scan the QR Code**



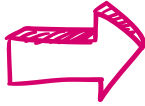
Three up-coming activities we are looking for support with are:

 **Customer Service Excellence** - 6th August, we are looking for 4 customers to take part in a 10min phone call with our accreditation assessor. This call will be to determine what your experience of Customer Service is with CVHA and how well you think we do. All answers remain anonymous.

 **Customer Strategy Day** - 18th September, we are looking for around 25 customers to attend our office to take part in a Customer Strategy Day. This is to gain your input towards the development of our 2025 and beyond Corporate Strategy.

If you require travel this will be organised, lunch and refreshments also provided and in addition a £25 Amazon voucher gifted for your time. If you are interested in this event please complete the [participation register](#) by scanning the QR Code, or email/phone us at cvha@cvha.org.uk or on 01698 268 855



 **Institute of Customer Services** - A survey will be going out again in August/September to all our customers. This survey is to determine how well you think CVHA performs in Customer Service and allows us to compare to industry experts. All answers to this survey are anonymous and we would really appreciate your involvement in completing this survey. More information will follow when we are ready to issue the surveys.

Join us, and get involved

There are many ways our customers can get involved at Clyde Valley:

Customer Panel

Did you know that we have a dedicated Customer Panel, made up of enthusiastic tenants who meet with us at our Motherwell offices every other month?

This dynamic group shares their valuable thoughts, feedback, and opinions to help shape and refine the services we provide. Their collective input is instrumental in ensuring that the services we offer meet the highest standards, benefiting not only our customers but also the wider communities where we have homes.

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

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



We would love to hear from you!

Share membership

For as little as £1, you can become a member of Clyde Valley Housing Association. Membership provides the opportunity to participate in our activities and to stand for election at the Annual General Meeting and vote for members of the Board.

Our Board

We are actively seeking customers of Clyde Valley to join our Board particularly if you have relevant experience in the below areas:

- Financial and Treasury Management
- Legal and Regulatory
- Organisational Culture and Staff Wellbeing
- Health and safety in Housing compliance
- Asset Management and Sustainability

This is a great opportunity for you to meet new people, share your opinions and help us shape and improve OUR Services for YOU.

JOIN US!

Our People



Sunny Skies and Sustainability

Our annual People conference this year was held at the historic New Lanark Hotel! The picturesque setting provided the perfect backdrop for a day filled with engaging discussions, innovative ideas, and inspiring insights on all things sustainability.

Our team enjoyed a fantastic event, and we're thrilled to have shared in the collective enthusiasm and creativity that filled the room. Stay tuned for updates on how we're putting these great ideas into action!

Sustainability Insights from Our GEM Graduate

We're delighted to share with you the exciting news that our GEM graduate, Thomas, recently returned from a trip to Amsterdam, where he participated in a study visit to explore the Dutch Approach to Sustainability.



As part of this experience, Tom presented his findings to our team, sharing his fascinating insights on sustainable social and private housing practices in the Netherlands. He also delved into the country's legislation around social housing, providing a valuable perspective on how other countries are addressing sustainability challenges.

This incredible opportunity was a turning point for Tom, offering invaluable learning experiences that will undoubtedly shape his future career. We're thrilled to have had him share his experiences with us and look forward to seeing the positive impact it will have on our own sustainability journey.

CVHA Summer Roadshow



We're coming to a place near you!

We are taking a slightly different approach to our community engagement events this summer and will be prioritising those areas where we know there are issues needing attention.

We have a lovely bright gazebo so we can be visible within your community.

We will be focusing on the following areas:

- North Motherwell
- Hillhouse
- Catacol. East Kilbride
- Old Monklands

As soon as we have dates confirmed we will be letting our customers and residents of these community areas know when we will be out. These will be informal events but will give you the opportunity to come and speak to us in person and help us address any issues you are facing.

Northfest 2024

We're delighted to be supporting this event which is the brain child of local North Motherwell resident Lynn McFarlane. Lynn recognised that there has not really been much available locally for young people and wanted to bring back some of that community spirit. And what better way to do it than by organising a fun day for adults and children in the heart of the community.

Lynn has gained significant support from the local community and businesses such as ourselves to help towards the delivery of the event. She is doing an amazing job.

If you are local to Motherwell this is an event not to be missed.

If you wish to make a small contribution to this event you can donate to Lynn's crowd funding page:
<https://www.justgiving.com/crowdfunding/lynn-mcfarlane-417>

