

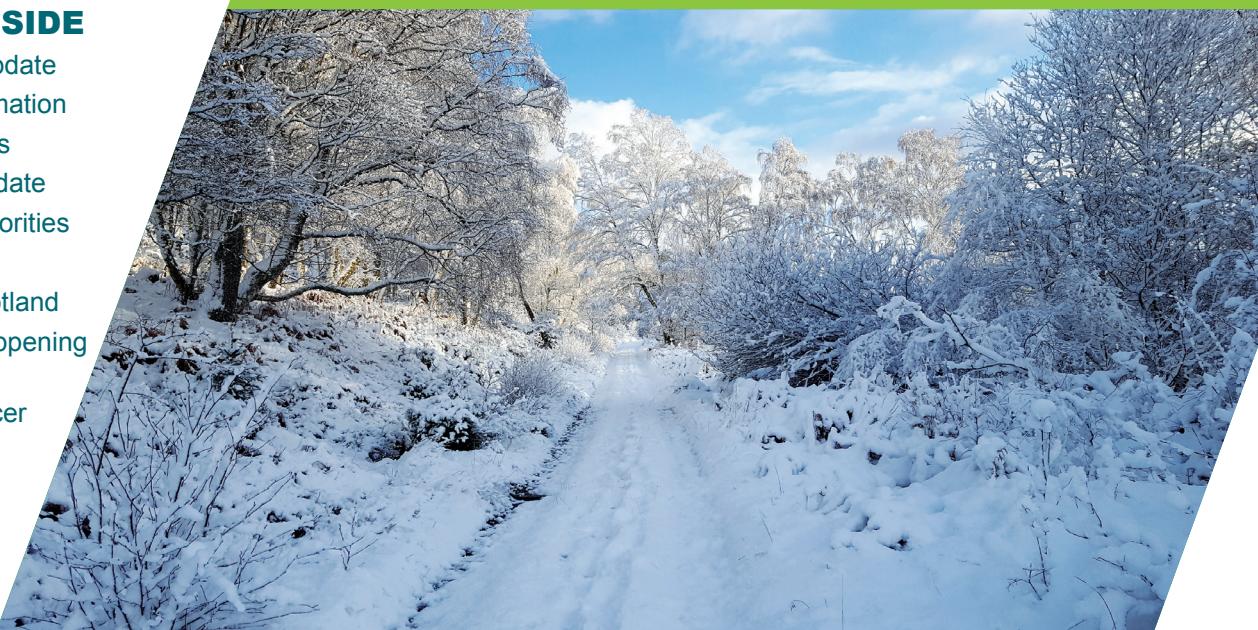


## FEATURED INSIDE

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# WELCOME TO **CONNECT**

**WINTER 2020**



We have a range of information on our website and Twitter page to keep you updated with the services we are providing.

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

Telephone: 01698 268 855

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

Emergency repairs: 0800 073 0703

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

**Our offices will be closed from 2pm on Thursday 24th December and will re-open at 9am on Wednesday 6th January.**

Emergency numbers detailed on back page

[www.cvha.co.uk](http://www.cvha.co.uk)

# A message from the Chief Executive

I am writing this from home as our offices are still closed with our team still working from home. Keeping our team safe is a key priority for us whilst we continue to as always put your needs first and deliver our services in line with Government Guidance.

This has been a challenging year in different ways for all of us and we are mindful of the loss of family and friends through Covid, loss of jobs, reduction in social contact due to isolation and social distancing and we want you to know that we are here to help in whatever way we can.

We seem to have a bumper issue for this winter newsletter and that is testament to the volume of things our teams have been getting involved in and delivering despite the restrictions we operate in. Here's a flavour of some of this:

- We carried out a number of staff and customer surveys.
- We managed to hold our first ever digital AGM and SGM and through this adopted new Rules for the Association approved by our Shareholding Membership.
- We launched our new Corporate Strategy in September and our 4 Supporting Strategies.
- We continue to deliver on our new build programme providing more new homes for customers.
- We're delighted that we have recruited more staff this year than in any other year, and all virtually!
- Our team as always are focused on helping others and have continued to raise funds for their annual charity.

You will see on page 3 our story about the Broomknoll Church refurbishment in Airdrie. This is a fantastic and fascinating project. We're very proud of the quality of our conversions of historic buildings that have included Glengowan Primary School in Larkhall and Carnegie Library in Coatbridge. Look out for updates on our progress.

I am really proud of the work of my team and you can read more about the above throughout this Newsletter. I hope you enjoy it.

We are fast approaching Christmas and this will be one that is very different from any other year.

We are thinking of you all and hope that every one of you and your families enjoy the festive period.

Please stay safe and we look forward to seeing more of you in 2021.

Lynn

Lynn Wassell  
Chief  
Executive



# Our Services Update

# /01

## Repairs

You will be aware that we are operating in strange times due to Covid-19 restrictions. As we enter the winter period we want to reassure customers that we are doing all that we can to continue providing the repairs service that customers expect and will endeavor to carry out work within our target timescales. We do however need to be mindful that as we enter this period there may be circumstances out with our control that can impact service delivery, due to the nature of the pandemic. We would therefore ask for your patience and understanding with staff and contractors at this time in completing work within the necessary timescales.

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**

## Housing

Your Health and Wellbeing are extremely important to us at Clyde Valley Housing Association. As your landlord we are doing everything we can to make sure we get you the help and support you need during the COVID-19 crisis.

Please contact a member of our Housing Team if you have a general tenancy enquiry.

If you want to make a payment to your rent or factoring account, or wish to report a repair, please call: **01698 268 855**

If you wish to talk to your housing officer, discuss a housing application or speak to us about factoring, please call: **01698 688 030**

The team can offer help and advice on the following:

- General Tenancy enquiries;
- Reporting changes to your household
- Ending your Tenancy and Housing Options
- Tenancy changes (such as Successions, Assignations & Mutual Exchanges)
- Neighbour complaints
- Estate Issues

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)

Anti-social Behaviours complaints should in the first instance be reported to Police Scotland on 101 or the Local Authority Out of Hours Anti-Social Behaviour Teams on:

- South Lanarkshire Council **0800 242 024**
- North Lanarkshire Council **0300 123 1382**
- East Dunbartonshire Council **0300 1234510**

Please be aware that under current circumstances, we may be limited in what we can do at this point in time, but we will always do our best to provide you with the best advice and assistance we can. Thank you for your patience.

**It's important for us to have the ability to communicate with you digitally. 80% of our customers are already online. We are regularly checking contact details so it's easier for us to communicate with you, and you with us. We have 1000 email addresses so if we don't have yours please share it with us. This will make communication with you quicker and easier.**

## 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 Alipay card at any Post Office or Paypoint
- On-line by visiting <https://cvha.org.uk/services/pay-rent/>

## Watch this space

We are going to be adding Digital Direct Debits to our ways to pay in the new year.

We are always working to find new ways to make it easier for you to manage your rent account. In the new year, we will be rolling out a Digital Direct Debit facility. This will allow you to complete the form on our website and email to us, or call a member of our Revenue Team, and set up a Direct Debit for your rent over the phone. Easier, quicker and no paper or stamps required! We will let you know as soon as this facility is available.

## Estate Issues

At this difficult time we 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.

# Important information

## our Welfare team want to share with you

### Advice for all European, EEA and Swiss Citizens

The UK has left the EU, and is in the Transition Period which ends on 31/12/2020.

If you and all of your family wish to continue living in the UK after 31 December 2020 and you are a citizen of any of the following countries or areas:

- The European Union (except Ireland)
- Iceland/
- Liechtenstein
- Norway
- Switzerland

You must have a valid UK permanent residence document; this can be one of the following:

- a certificate inside your blue 'residence documentation' booklet (or pink if you're a Swiss national)
- a certificate inside your passport
- a biometric residence card confirming permanent residence

You will not have a permanent residence document unless you applied to the UK Home Office for it. You will usually only be able to apply for it when you've lived in the UK for 5 years.

#### What happens if I do not have any of these documents?

If you do not have any of the above, you must apply to the EU Settlement Scheme to continue living in the UK after 30 June 2021. This can be done online at <https://www.gov.uk/settled-status-eu-citizens-families>

People need evidence they were living in the UK by 31 December 2020, and to apply to the EU Settlement Scheme in order to be covered by these provisions.

If your application is successful, you'll get either **settled or pre-settled status**.

It's **free** to apply to the scheme.

It is important if you are not a British Citizen that you check if you need to apply, this can be done here: <https://www.gov.uk/staying-uk-eu-citizen>

This applies to people who:

- were born in the UK but are not a British citizen - you can check if you're a British citizen if you're not sure
- have a UK 'permanent residence document'
- are a family member of an EU, EEA or Swiss citizen who does not need to apply - including if they're from Ireland
- are an EU, EEA or Swiss citizen with a

British citizen family member

- **If you have children, you need to apply for them separately.**
- if you're an EU, EEA or Swiss citizen and you have a family member who is an eligible person of Northern Ireland, you may be able to choose which way you apply.

To apply for the EU settlement Scheme:  
<https://www.gov.uk/settled-status-eu-citizens-families>

**Remember you must apply for all members of your family including children.**

The official UK government guidance is available in 26 European Languages please check this information out carefully here: <https://www.gov.uk/guidance/settled-status-for-eu-citizens-and-their-families-translations>

#### What happens after you have applied?

You'll be given either:

- settled status
- pre-settled status

You will not be asked to choose which you're applying for. Which status you get depends on how long you've been living in the UK when you apply. Your rights will be different depending on which status you get.

#### Settled status

You'll usually get settled status if you've:

1. started living in the UK by 31 December 2020
2. lived in the UK for a continuous 5-year period (known as 'continuous residence')

Five years' continuous residence means that for 5 years in a row you've been in the UK, the Channel Islands or the Isle of Man for at least 6 months in any 12-month period. The exceptions are:

1. one period of up to 12 months for an important reason (for example, childbirth, serious illness, study, vocational training or an overseas work posting)
2. compulsory military service of any length
3. time you spent abroad as a Crown servant, or as the family member of a Crown servant
4. time you spent abroad in the armed forces, or as the family member of someone in the armed forces

You can stay in the UK as long as you like if you get settled status. You'll also be able to apply for British citizenship if you're eligible.

#### Pre-settled status

If you do not have 5 years' continuous residence when you apply, you'll usually get pre-settled status. You must have started living in the UK by 31 December 2020. You can stay in the UK for a further 5 years from the date you get pre-settled status.

You can then apply to change this to settled status once you've got 5 years' continuous residence. You must do this before your pre-settled status expires.

If you'll reach 5 years' continuous residence at some point by 30 June 2021, you can choose to wait to apply until you reach 5 years' continuous residence. This means that if your application is successful, you'll get settled status without having to apply for pre-settled status first.

#### Your rights with settled or pre-settled status

You'll be able to:

- work in the UK
- use the NHS for free, if you can at the moment
- enrol in education or continue studying
- access public funds such as benefits and pensions, if you're eligible for them
- travel in and out of the UK

If you want to spend time outside the UK

- If you have settled status, you can spend up to 5 years in a row outside the UK without losing your status.
- If you're a Swiss citizen, you and your family members can spend up to 4 years in a row outside the UK without losing your settled status.
- If you have pre-settled status, you can spend up to 2 years in a row outside the UK without losing your status. You will need to maintain your continuous residence if you want to qualify for settled status.

#### If you have children after applying

If you get settled status, any children born in the UK while you're living here will automatically be British citizens.

If you get pre-settled status, any children born in the UK will be automatically eligible for pre-settled status. They will only be a British citizen if they qualify for it through their other parent.

## Scottish Child Payment – Starting 15th February 2021

The new Scottish Child Payment has now opened for early applications from Monday 9 November.

Scottish Child Payment helps towards the costs of supporting your family. It's a weekly payment of £10 that you can get for every child you look after who's under 6 years of age. You'll get the payment every 4 weeks if your application is successful. This is in addition to Child Benefit that you already receive from the UK Government.

### Will I be eligible?

1. you live in Scotland
2. you or your partner are getting certain benefits or payments
3. you or your partner are the main person looking after a child who's under 6 years old

### What are the Qualifying Benefits?

Remember you can apply whether you're in work or not, as long as you're getting one or more of the following benefits:

- Universal Credit
- Child Tax Credit
- Income Support
- Pension Credit
- Working Tax Credit
- income-based Jobseeker's Allowance (JSA)
- income-related Employment and Support Allowance (ESA)

### What does the “main person looking after the child” mean?

The child must be named on either you or your partner's claim for one of these benefits:

- Child Tax Credit
- Child Benefit
- Universal Credit

- Pension Credit

If you or your partner are **kinship carers**, you need to have something to show you look after the child. This can be either:

- a letter from your local council
- a copy of a legal order

The type of legal order you need to have includes:

- a Kinship Care Order
- a Compulsory Supervision Order
- a Residence Order
- a Permanence Order
- a Guardianship order



# A note from our Repairs team....

## Why it is important to report leaks as soon as they are noticed and seek confirmation before carrying out alterations

Clyde Valley Housing Association continually faces the risk of potential damage to its properties as a result of water leaks. However, these risks can be reduced by vigilant tenants in helping to identify a water leak early, this would potentially limit damage to your own home and belongings as well as neighbouring properties.

The extent of water damage can become much worse in flats where there are neighbours above and below, particularly as we can face issues with leaking boilers, radiators, showers and baths along with the potential for silicone seals to deteriorate or fail between the shower tray / bath and the wall. Water will always find an outlet and gravity will pull the water very quickly through to neighbours below, which means that your leak or problem can very rapidly become your neighbour's problem too.

Water leaks can sometimes be difficult to spot, but the effects can be devastating for yourself, your neighbour and Clyde Valley. If left alone, a small leak can go undetected for years causing an untold amount of issues to the integrity of the property. Therefore, Clyde Valley is counting on tenants to always be vigilant. We would like to hear from you as a matter of urgency if you see any sign of a water issue. This can be if you hear the sound of running water, notice standing water or notice brown staining on plasterboard walls / ceilings, have trouble with the pressure in your Central heating / Hot Water system, or experience damp / mould or rotting timber anywhere in the home.

Clyde Valley's Responsibility as your Landlord is to keep the structure and exterior of the dwelling (including

drains, gutters and external pipes) in a good state of repair to fulfil our side of the tenancy agreement. We also have to maintain and repair installations for the supply of water, gas, electricity and sanitation (including basins, sinks, baths and sanitary conveniences) to fulfil the tenancy agreement. However, Clyde Valley Housing Association is not responsible for works or repairs for tenants' possessions or things such as carpets, electrical items, furniture or decoration.

Although we always try to assist tenants who wish to carry out alterations in their home, particular care must be taken when installing anything that has the potential to cause water damage. For all alterations to our property, internal and external you must request an Alterations Form from our Repairs Department. This will request the name of your contractor along with requesting full details of your proposed alteration. The exact responsibilities are set out in explicit terms within the Tenancy Agreement, but tenants must be aware that if water damage has resulted in the possessions, floor coverings, or decoration becoming damaged it is the tenant who is responsible for the renewal of said items.

Occasionally our issues fall under the remit of Scottish Water and we will engage their services to resolve any issues falling out with our properties.



To find out more about how to insure your home contents please look to Thistle as an option. Thistle Tenant Risk works with in excess of 700 Local Authorities and Housing Associations providing affordable home contents insurance for tenants living in registered social landlord authority properties.

Serving Scotland's Tenants  
[www.thistletonants-scotland.co.uk](http://www.thistletonants-scotland.co.uk)

# Our new homes

# /03

We continue to build high quality homes for social rent to assist the Scottish Government to meet their target of 50,000 more homes by March 2022. Whilst 2020 saw a pause to our development programme due to Covid and lockdown, we re-opened the majority of sites in June following health and safety guidelines and we are now back on track to deliver more affordable homes to the areas we cover.

During 2019/2020 we handed over 189 new build properties across North and South Lanarkshire. A mixture of houses, flats and cottage flats.

**We have lots of exciting development projects in the pipeline for 2022 across three local authority areas, some of these include;**

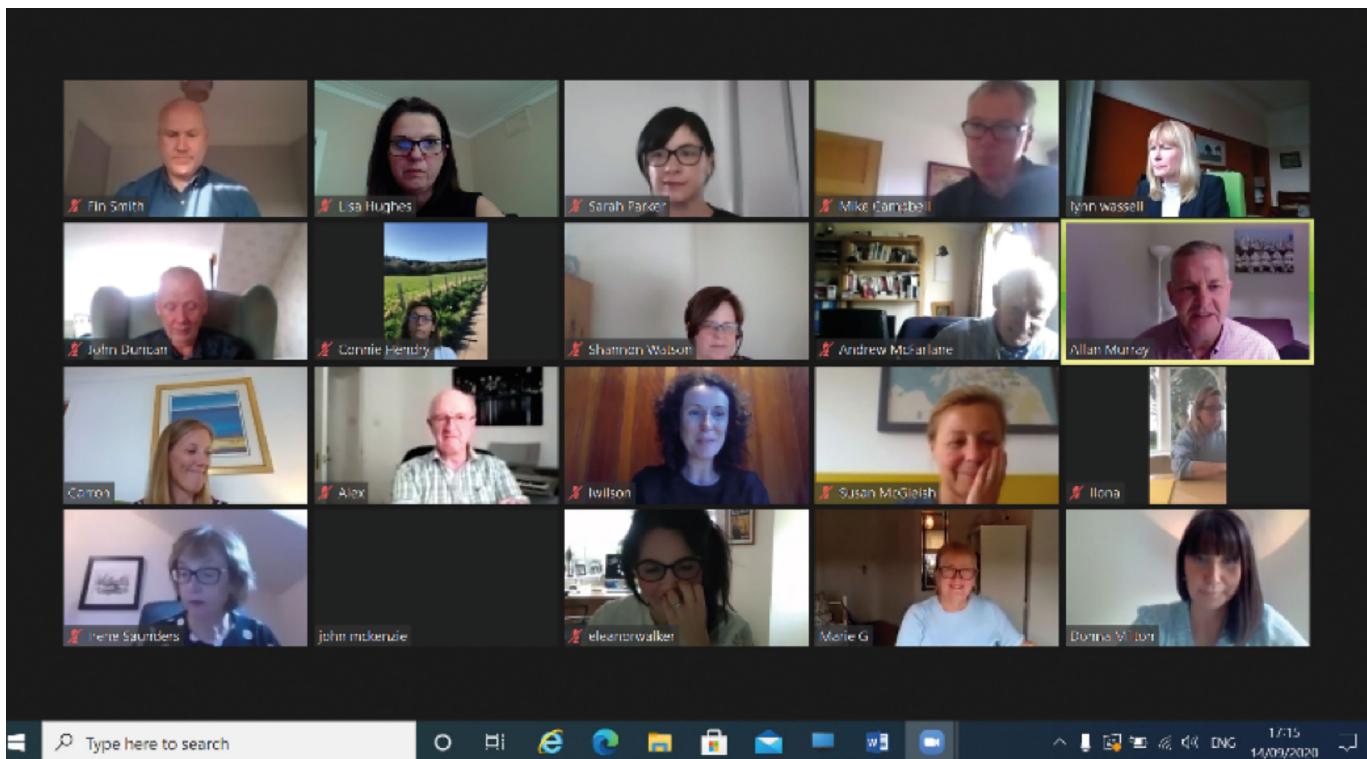
**Mavor Avenue, East Kilbride  
Old Edinburgh Road, Uddingston  
Former Hamilton Advertiser  
Press Building**

**In addition to these developments we are also excited to be working with Rosewood Homes transforming the old Broomknoll Parish Church in Airdrie town, creating 30 new one and two bedroomed flats.**



# Board/AGM update

# /04



We held our first virtual AGM on 14 September, immediately after this we held a Special General Meeting where our new Rules were adopted by our Shareholding Members. The vote was unanimous our Rules now align to Scottish Federation of Housing Association (SFHA) Model Rules 2020, which allows us to pay Board Members (in line with our Policy) and hold virtual General Meetings.

- A copy of the new Rules are available on our website as well as our policy on calling General Meetings and Remuneration of Board Members.

We currently have 11 Board Members providing their expertise to Clyde Valley Executive Team. We are always looking for a tenant member with the right skills to join our Board. If you are interested in becoming a Board Member please contact us via email on [cvha@cvha.org.uk](mailto:cvha@cvha.org.uk).

# Our plans and key priorities over the next 6months – 1year

# /05

You, our customers are our first priority and drive everything we do and how we do it. Our commitment to deliver improved services will include catching up with routine repairs and investment in homes that have not been completed due to the Covid-19 pandemic. A re-designed service delivery model, co-designed by customers and CVG colleagues. An introduction of a contact centre to provide reliable and consistent contact handling. More repairs appointment slots with allocated times, SMS texts and email updates on progress of repairs and other services, faster first time fix when you order a repair.

**We want you to have confidence in our value and trust in us to deliver your housing service needs. A reliable and easy experience when you contact us, increased ways in which to get involved and participate in decision making and knowing that you feel understood because our services are targeted to your particular needs.**

Our Customer Panel continue to support our thinking on customer and strategy. The work of the panel is invaluable and their plans going forward are to continue with scrutiny projects and adapting to doing this in a socially distanced way. They will also continue to deliver on the Next Steps programme funded by Scottish Government, a programme working to enhance our customer engagement.

A big thanks to our Customer Panel for all their work and commitment to Clyde Valley and we look forward to working with them in the year ahead.

If you are interested to find out more about how you can get involved, email us at [cvha@cvha.org.uk](mailto:cvha@cvha.org.uk)

## Customer Panel



When a CVHA Newsletter invited me to join the Panel, I had to ask two questions:

- (a) "What is a Customer Panel?"
- (b) "What is it for?"

I was told that the Panel was for those of us who rented from Clyde Valley – and for property-owners who had their properties factored through Clyde Valley.

What did CVHA expect the Panel to do? That was the easy one: to review current procedures (like Rents, Repairs, Housing-&-Allocations). In these reviews, we were expected to report to the Board on whether these procedures were up-to-date and workable – and if revisions were required.

When does the Panel meet? In normal (non-Covid) times, we meet once a month on a Wednesday evening, at 6pm – and we meet in the CVHA offices in Scott Street, Motherwell. Although recent Panel meetings use the ZOOM procedures, the coming spring should see us back to normal operation.

And how does the Customer Panel conduct its business? By spending time with Clyde Valley staff and shadowing some of their activities (like their Front Office procedures). By doing this, we get to understand how CV staff look after their customers.

As a Panel member, I've seen properties in various stages of refurbishment. I have visited properties that are being upgraded with new heating systems and modern kitchens. I've spent time with staff who handle routine and emergency calls to deal with power faults, plumbing problems and (occasionally) noisy neighbours.

In the beginning, I believed that a Housing Association was handled by a nice old lady in a one-room office who collected our rents in a cash box. But thanks to my time with the Customer Panel, I can now appreciate the dedication of the Clyde Valley staff who work so well behind the scenes.

Les Peck  
Customer Panel member

# Our Customers /06

We were delighted when Mrs Laird, Customer & Resident at Glengowan Gardens agreed to a photo shoot and told us her story as part of our Corporate Strategy launch.

One of our recent grand scale transformation projects included the development of the old school building in Larkhall. The school, originally called Union Street School opened in 1866 and was used for 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 decent accommodation for other schools in the area but closed in 2015. One of the new residents was 89-year-old Mrs Laird who returned to the school, 80 years after she studied there.

*"When my husband died I was keen to look at somewhere on the ground floor as my eyesight hasn't been great recently. Although I'm 90 this year and I've walked miles every day for most of those 90 years so I still have plenty of energy. I've lived in Larkhall all my days and when I saw my old Primary School was being refurbished into flats I approached Clyde Valley to put my name down. I kept in touch with the team there and it was a great moment when I heard I'd got a place. I open my front door and see the school entrance I used to use 85 years ago. It really is very special. My neighbours are amazing. One of the first things I did was knock their doors and offer to walk their dogs to keep fit. And that's what I do every morning. I collect the dogs and take them for a walk and end up back at Glengowan Gardens. The people at Clyde Valley Housing Association were great and I like to think my husband would be very proud of how I've settled here."*



## New family delight as they share their story of hope and finding their forever home

Clyde Valley tenants, Tracy Maguire and her partner AJ have led a year of two halves one which started with uncertainty and apprehension and ended with one of hope and joy.

At 8 weeks premature, their daughter Peyton arrived into the world and as if this wasn't stressful enough for new Mum Tracy, only a matter of weeks later they were given the devastating news that their daughter had contracted Covid-19, being one of the youngest recorded cases at that time.

Tracy commented staff at Wishaw University Hospital had to act fast, this was still unknown charter. Both Mum and baby were separated for 15days when she was first diagnosed, with Tracy allowed to see Peyton for an hour a day for the first 15days.

This meant that not only did she have no visitors but in addition her partner AJ was unable to visit not knowing if his daughter would make it or whether he would even get to see her.

To add to what was already a stressful time for the family, they found out their landlord was selling their house. With AJ unable to work as a Boxing trainer, due to the Government lockdown rules, and not knowing where they were going to find somewhere to live during a pandemic was pressure they did not need with a newborn baby.

Fast forward a few months, Tracy and AJ's lives couldn't be more different as they have settled into their new forever home as Clyde Valley tenants and are looking forward to their first Christmas in their new home. Tracy commented 'The house is beautiful with a big back garden, our new neighbours are lovely and it's given us a new lease of life to grow as a family. Tracy further added that "we had an amazing process, it was quick, precise and the staff have all been great"

With baby Peyton exceeding expectations, Tracy praised the staff at Wishaw for their care and support and also the kindness and generosity they have received from people they didn't even know.

Despite all that they had been through the couple were keen to give something back, recognising that this year has been so hard for everyone. Tracy has been involved in hospital conferences with hospital staff updating them on Peyton's progress, she has collected and donated clothing to young mums who have noting and to the neo natal units. Whilst AJ has been providing mental health sessions raising money for Chris's House.

Tracy commented she has been keen to share their story to show that even in some of the darkest times can come hope and joy and how important it is to share that message to those who may be struggling. Reflecting about their situation, Tracy said so much good has come out of this year, AJ has spent time with Peyton that he never would have, their landlord selling their house has led them to finding their forever home and as a family they can now look forward to Christmas, creating memories and looking at a positive start to 2021.

# Connecting Scotland /07

We are delighted to have been successful in our application to Phase 2 of Connecting Scotland and to receive 120 iPads and Mobile WiFi access for our customers who are digitally excluded. This is a Scottish Government programme set up in response to coronavirus. It provides iPads, Chromebooks and support to develop digital skills for people who are digitally excluded and on low incomes.

If you are:

- Digitally Excluded
- Do not have access to an appropriate device to access the internet
- Not connected to the internet at home
- Have a low income and can't afford to buy a device or pay for internet access and
- Are a household with children or
- Care leaver up to age of 26

Then please get in touch with us to see if you are eligible for a FREE Ipad and 12 months Mobile WiFi access.

You can contact us by telephone on 01698 268855 or email [cvha@cvha.org.uk](mailto:cvhha@cvha.org.uk).

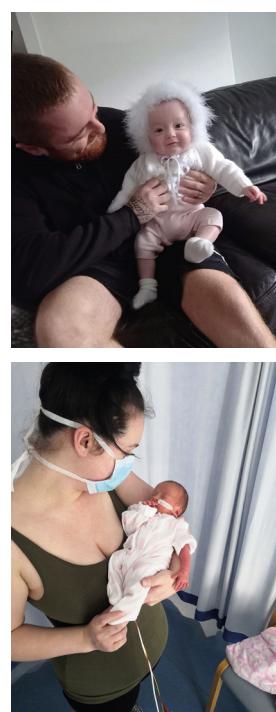
If you are eligible for a device you will be given access to a Digital Champion to help you set up your Ipad, learn the basics of how to use it and to show you how to get better connected. This includes helping you engage with us as well as accessing a range of services online within your community and wider.

If you receive a device and connectivity you will be required to complete a Survey and User Agreement with ourselves on behalf of Connecting Scotland.

Thank you to everyone who completed our BMG survey and recent Covid impact survey, we're delighted to announce the winners who were selected at random and will be in receipt of a £50 voucher for a shop of their choice

Mr McGarry,  
Mr Clark,  
Ms Lyons  
& Mr Taylor,  
Ms McBride

# Thank you



# What's been going on at Clyde Valley

## New Staff

### John Duncan

Development and  
Property Director



John Duncan is well-known in the RSL sector, having worked in the sector for 30 years. John began his career with Queens Cross Housing Association in Glasgow as a Development Officer and subsequently worked for Queens Cross Workspace and held senior roles with River Clyde Homes and Glasgow Housing Association.

Most recently, John worked for Eildon Housing in the Scottish Borders for 7 years where he was Director of Property Assets. He has also served on a number of RSL Boards.

John will lead on the strategy and delivery of CVG's ambitious investment plans, including building another 700 new homes over the next 2 years, strategic asset management and planned and routine repairs services.

### Lisa Beresford

People Director



Lisa joined Clyde Valley in September 2020 to lead the Group's HR function.

Prior to this Lisa worked as the Head of Human Resources at South Lanarkshire College where she was responsible for all aspects of HR, OD and Equality. Lisa is a fellow member of the Chartered Institute of Personnel and Development and has considerable experience in delivering HR improvements within a positive culture.

Lisa's experience and skills include strategic insight, change management, people management, leadership and organisational development, policy development and equality, diversity and inclusion.

### Sarah Parker

Business  
Improvement Manager



Sarah joined Clyde valley in September 2020 as the Business Improvement Manager. Sarah is responsible for managing the Business Improvement Team and leading the development and delivery of business improvement projects which support the overall strategic aims and objectives of the Group. Sarah's teams work includes process review and improvement, implementing new technologies, data and reporting and ensuring our people have the correct tools to deliver a fantastic service to our customers.

Sarah's experience includes Project Management and Consultancy, with a varied history of delivering large scale transformation projects within public, private and voluntary organisations, driving organisations to achieve their goals and deliver customer centric services.

### Lee Valantine

Customer Services  
Manager



Lee is one of our Customer Services Manager with responsibility for Allocations and Revenue within Clyde Valley Housing Association. Lee joined the organisation on 18th March 2020 and had two days in the office before going into lockdown! Lee's role involves leading both teams in operational matters, strategy, performance and policy. How we deliver our services has evolved and developed to meet customers' needs whilst continuing to deliver high service standards.

Lee is extremely passionate about helping those most in need and has had a varied career across housing in the public sector for the past 20+ years. We are looking forward to Lee continuing to bring her skills and experience to the organisation to deliver services that are customer focused and provide opportunities for our customers to be involved in shaping services in the future.

## Since the start of 2020 We're also delighted to welcome to the team

**Sarah Kilgour**  
**Danielle Douglas**  
**Danella Kirkwood**  
**Leisa Martin**  
**Patricia Docherty**  
**Kayleigh Shannon**  
**Alan McNicol**  
**Laura Brooks**  
**Sharon Foster**  
**Duncan Yule**  
**Peter Kostal**  
**Martin Ferrie**

Repairs Administrator  
Repairs Administrator  
Housing Administrator  
Housing Administrator  
Repairs Co-ordinator  
Factoring Assistant  
Technical Inspector  
Revenue Officer  
Housing Officer  
Technical Inspector  
Technical Inspector  
Finance Administrator

## Corporate Strategy launch

During the week of 14th September we launched our 5-year Corporate strategy which shares our vision and clearly sets out Clyde Valley Group's plans and ambitions from 2020-2025.

The Scottish Government is encouraging us all to think as far ahead as 2040. There are significant challenges in achieving a carbon neutral Scotland by 2045, addressing poverty and inequality, growing numbers of older people and single households, health needs, homelessness and the rapid development of new technology in all areas of life. Clyde Valley Group will make it our business to understand customers' and employees' changing needs and expectations and address these key issues.

In addition to our Corporate Strategy, supporting case studies and films were also produced to highlight the strong links and partnerships we have with our Development contractors, Local Authority Stakeholders and community initiatives. All of our strategies, case studies and films can be found on our website at [www.cvha.org.uk](http://www.cvha.org.uk) and via our youtube channel. These have been created with the invaluable insight and help from our customers, colleagues and partners, to whom we would like to give a special thanks.

## Customer service Excellence

During the month of August we went through our Customer Service Excellence Accrediation. We were delighted to receive an additional 3 compliance plus awards taking our total to 10. This is a testament to the hard work of our staff and to our commitment providing excellent customer service.

Susan Smith, CSE Assessor commented: Corporate commitment to customer service excellence is more than the norm for the sector. The new Corporate Strategy details CVHA's vision 'To provide high quality homes and services that make a difference to peoples' lives and their communities' and its values, the first of which is 'BE all about Customer'.

## Finalists in the Lanarkshire Business Awards

Sadly the Lanarkshire Business Awards Event for 2020 had to be cancelled due to the pandemic. We were however delighted to be shortlisted as a finalist in the Customer Service Excellence category and to receive a trophy to recognise our achievement.



# Macmillan cancer support coffee afternoon /09

Whilst we couldn't hold our annual coffee morning and put our staff baking skills to the test, our Finance Manager, Susan held a virtual coffee afternoon which was enjoyed by all. We were delighted to raise £300 for such a worthwhile charity. The 'hug mugs' and empire biscuits organised by Susan to be delivered to all staff on the day were enjoyed by all.



## Happy to Translate



HAPPY TO TRANSLATE

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

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

If you require or know someone who requires translation assistance, please let your Housing Officer know.



# Staff Charity

/10

Over 2019/2020 Chris's House were selected as Clyde Valley's nominated charity for the year. Chris's House is a local based non-profit organisation set up as a centre for Help, response and intervention surrounding suicide. This charity was founded by Anne Rowan, a Wishaw mum with a passionate vision for a crisis centre established in memory of her son Chris whom she lost to suicide. Chris's House is the first 24 hour non-medical crisis centre in Scotland offering integrated support.

During 2019-20 Chris's House benefitted from being our annual staff charity in the following ways:

- Staff volunteering weekly from January - March to support admin tasks.
- 10k grant funding to support the salary for a staff member
- Fundraising of approx. £2600 which has been raised through events and Employee Giving.

Whilst the pandemic limited how much we could get involved with participating in fundraising events and prevented any further volunteering we were delighted to be able to hand over a cheque in a socially distanced way for £2680.83 to such a worthwhile charity.

If you want to support Chris's House you can find details here [www.chrisshouse.org](http://www.chrisshouse.org)



Clyde Valley staff have selected St Andrews Hospice as their new charity of the year running from September 2020 to August 2021. St Andrews Hospice is a specialist palliative care hospice who provide support for patients, families and carers in the following ways;

- Up to 30 inpatient specialist palliative care beds
- Outpatient and Wellbeing services for specialist palliative care service
- Community support at home services
- Grief and Bereavement support services
- Consultant Led medical teams

The challenges of Covid on a charity like this has been massive as they are unable to fundraise in their usual manner. A hospice like this requires to raise £88k every week and 630 volunteers to operate.

Staff at Clyde Valley will be aiming to raise as much as they can over the next year to help such a worthwhile charity.

To find out more about the work of St Andrews Hospice, please view the short film created which you can find out on our website via our Youtube Channel [www.cvha.org.uk](http://www.cvha.org.uk)

# 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

0800 073 0703

CVHA Repairs Freephone

0800 111 999

Emergency Repairs (out of hours)

0800 111 4686

Scottish Gas - smell of gas

0800 077 8778

Scottish Power - no electricity

0844 579 6493

Scottish Water – no water supply/burst pipes

0845 877 0411

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

0300 123 1382

North Lanarkshire Council

0303 123 1015

South Lanarkshire Council

0800 24 20 24

(Out-of-hours Noise Team)

0300 1234510

East Dunbartonshire Council

T 0844 557 8321

Allpay

[www.allpay.net](http://www.allpay.net)

### Environmental (Dog fouling, vermin, roads)

01698 403110

North Lanarkshire Council –

0303 123 1015

South Lanarkshire Council –

0300 123 4510

East Dunbartonshire Council –

### ASB

North Lanarkshire Council

0300 123 1382

South Lanarkshire Council

0800 389 1105

East Dunbartonshire Council

0300 123 4510

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.

### 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)



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