

CONNECT



CLYDE VALLEY
HOUSING
ASSOCIATION

ISSUE: 21

SUMMER 2025

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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 - 4.30pm

☎ 01698 268 855

✉ cvha@cvha.org.uk

🌐 www.cvha.org.uk



A summer message from our Chief Exec



I'm really pleased to be connecting with you through our summer newsletter. This time of year is a great chance to enjoy being outdoors and getting involved in your local community. I've been making the most of the better weather by tackling some garden chores, weeding, power washing and sanding and now I'm hoping to finally relax in the sunshine with my Kindle. Fingers crossed the sun keeps shining!

Over the past few weeks, I've had the chance to get out and about with some of our Technical Inspectors and Housing Officers. It was great to meet some of you in person and hear what you think about Clyde Valley and those that are getting new kitchens, you can read more about that on page 13.

You might also have seen our Clyde Valley cars out and about – they've had a colourful makeover! These bright new designs make it easier to spot us when we're visiting your area. If you see one of our cars, don't be shy, come over and say hello!

I'd also like to thank everyone who came along to our customer strategy sessions. Your ideas helped shape our new Corporate Strategy, which you can find on page 3.

We're also inviting you to join us for Scottish Housing Day later this year. The theme is all about neighbours and community – something that matters a lot to us. Check out page 10 for all the details.

Wishing you a safe, happy, and sunny summer!

Carron Garmory



Corporate Strategy Launch

We have launched our new Corporate Strategy that sets out our goals through to 2030. It's built around three key priorities: People, Place, and Progress.

So, what does that mean for you — our customers?



Building Brighter Futures Together

We want to help shape a brighter future by creating welcoming, inclusive communities where everyone has a place to call home and feels they belong.

It's simple: by investing in people and places, we'll continue providing affordable homes and supportive communities where you can feel safe, respected, and able to thrive.

One of our most important values is to put you, the customer, first. That means listening to your needs, doing what we say we'll do, and always aiming to do the right thing. We're also focused on making sure both customers and staff feel valued and supported; building relationships based on trust and open communication.



Here's how we're turning these ideas into action:



Making Your Customer Experience Better

We're improving how you contact us and get support by:

- Fixing problems the first time you get in touch
- Giving you more self-service options
- Offering flexible ways to reach us; online, by phone, or in person
- Making sure digital services are simple and easy to use for everyone

Creating Safe, Supportive Communities

We're working closely with residents and local partners to make our neighbourhoods even better places to live by:

- Helping communities feel safe, healthy, and connected
- Tackling issues like poverty and crime
- Supporting local projects that boost wellbeing and community pride
- Designing great spaces where people feel welcome and involved



Together, we're not just building homes, we're building communities where people feel proud to live and can build brighter futures. Let's make it happen, **together**.

Summer Safety Tips

As the days get longer and the weather warms up, we hope you enjoy a safe and relaxing summer. Here are a few important reminders to help keep you, your family, and your home safe this season.



Help Prevent Fires Over the Summer

During the school holidays, we often see a rise in deliberate fires, especially involving wheelie bins, stairwells, and rubbish. If you're a parent or guardian, please take time to talk to young people about fire safety.



Barbecue Safely

There's nothing like a summer barbecue, but they can quickly go wrong. Every year, the fire service is called to deal with out-of-control barbecues.

Stay safe by following these tips:

- Keep a bucket of water, sand or hose nearby in case of emergencies.
- Never leave a barbecue unattended.
- Don't drink alcohol if you're in charge of cooking.
- Set up your barbecue on a flat surface, away from sheds, fences, trees or rubbish.
- Keep children and pets well away.
- Let ashes cool completely before binning them — hot ashes can melt wheelie bins or cause fires.
- Never use petrol or paraffin to light a barbecue.
- Don't take a lit or used barbecue indoors or into a close — this is very dangerous.



Using Gas Barbecues or Cylinders? Be Extra Careful

If you have a gas barbecue:

- Always turn off the gas at the supply first, then at the controls.
- Change gas cylinders outside or in a well-ventilated area.
- Store cylinders outside, away from direct sun or frost.
- Don't store petrol, diesel, or gas containers indoors or in your close.
- Check for gas leaks using soapy water, bubbles will show where gas is escaping.



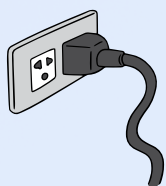
Legionella

Legionella bacteria can grow in unused water systems (like taps or showers that haven't been run in a while).

To reduce the risk:

- Run any unused taps or showers for a few minutes each week.
- Keep showerheads clean and free from scale.

Summer Safety Tips



Be Smart with Electricity

Did you know? Around half of all house fires are caused by electrical faults or unsafe equipment. We carry out electrical safety inspections (EICRs) every five years in all our homes, including testing any portable appliances we've provided. When it's time for your inspection, we'll contact you — please give us access so we can keep your home safe. It usually takes just a couple of hours. Before we arrive, clear out the cupboard where your fuse box is, so we can get to it easily.

You can help by:

- Reporting electrical issues to us as soon as you notice them.
- Not trying to do your own electrical repairs.
- Registering any new electrical items (like TVs, kettles, fridges) so you'll be told if there's a safety recall.
- Looking out for signs of damage or overheating — like scorch marks, buzzing noises, or hot plugs.
- Switching off fans and other devices when you leave the house or go to bed.

Fans in hot weather can also be a risk if left on too long or used incorrectly. Don't let them run overnight and check older fans for wear and tear.



Gas Safety Checks – Every Year

We carry out annual gas safety checks to protect you from gas leaks, fire, or carbon monoxide (CO) poisoning. You'll be contacted to arrange your check, please give us access to carry out this vital work.

If you smell gas:

- Open windows and doors to get fresh air.
- Turn off the gas at the mains.
- Don't light a flame or switch on/off any electrical items.
- Call the National Gas Emergency Line on 0800 111 999.
- If you feel unwell, go to your GP or hospital and say you may have been exposed to carbon monoxide.

Please Let Us In

We carry out important safety checks like:

- Gas safety checks every year
- Electrical safety inspections every five years



We'll always contact you to make an appointment. It's really important that you let us into your home to carry these out, they help keep everyone safe.

If you have any questions or concerns about safety in your home, please contact us, we're here to help.



Being a Good Neighbour This Summer

As the summer of 2025 arrives, bringing longer days and warmer weather, it's the perfect time to enjoy the outdoors and connect with those around us. Whether you're hosting a barbecue, walking your dog, or simply relaxing in your garden, a little thoughtfulness can make a big difference in maintaining a harmonious community.

Respecting Noise Levels

Sunny days often mean more outdoor gatherings, from family barbecues to evening get-togethers. While it's great to enjoy yourself, remember that not everyone may appreciate loud music or late-night chatter. Keep the volume at a reasonable level, especially in the evenings, to ensure your neighbours can still enjoy their peace and quiet.



Picking Up After Your Pets

Many pet owners take advantage of the good weather to spend more time outside with their furry companions. If you're one of them, always clean up after your pets when out for walks or in shared spaces. No one wants to step in an unexpected mess while enjoying their garden or local park!

Keeping Shared Spaces Tidy

Summer often means more time spent outside, whether in communal gardens, walkways, or local green spaces. Be considerate by disposing of rubbish properly and keeping shared areas neat. A tidy environment helps everyone enjoy the community and creates a positive atmosphere.



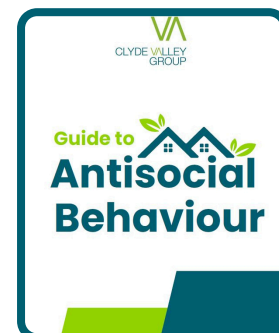
Looking Out for Your Neighbours

Summer can be a challenging time for some, especially elderly or vulnerable neighbours. A simple check-in or offering to help with small tasks, like watering plants or carrying shopping, can go a long way in building strong relationships and ensuring everyone feels supported.



Enjoy the Summer Responsibly!

Being a good neighbour isn't just about following rules; it's about creating a community where everyone feels respected and valued. So, enjoy the sunshine, host your family, take your pets for a walk, and make the most of the season, but always with a little kindness and consideration for those around you.



Happy summer! ☀️

Click or scan the QR Code to view our Guide to Anti Social Behavior

Fire Safety Checks in Your Building

What to Expect

Over the next 12 months, we'll be carrying out fire risk assessments in all common closes across our properties. This is part of our commitment to keeping you and your neighbours safe.

These checks help us make sure shared areas like stairs and hallways meet fire safety standards. The assessments will be carried out by qualified professionals from Caledonian Fire Safety Solutions Ltd on our behalf.

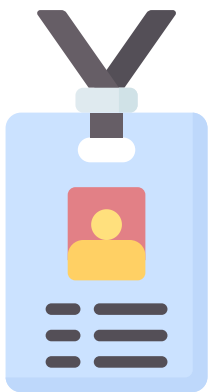


Keeping You Safe from Scams

Unfortunately, there are times when individuals pretend to be working for housing associations to gain access to properties. Please be extra cautious.

Here's how to stay safe:

- You'll be told in advance when your close is due to be inspected.
- Anyone visiting on our behalf will carry official ID — always ask to see it before letting them in.
- If you're ever unsure, do not let them in and call us directly to check.



Your safety is our top priority, both in terms of fire prevention and protecting you from potential scams. If you have any questions or concerns, please get in touch with our team.

Respect for Our Staff and Contractors



We're here to support our customers, but recently, we've seen a rise in people being verbally abusive or threatening towards our staff and contractors. This has happened in person, over the phone, and with people working on our behalf.

We understand that sometimes you might be unhappy with part of our service or want to make a complaint. We also know that life is tough right now, especially with the rising cost of living. But no matter the situation, abuse towards our team is never okay.

Everyone has the right to feel safe at work, and we have a duty to protect our staff and contractors. If someone is abusive, in person, on the phone, or in writing, we will take action. This could include restricting how and when you can contact us.

In serious cases, we may report incidents to the police, and your tenancy could be at risk if we take action under our Anti-Social Behaviour Policy.

Please remember: we're here to help. Let's treat each other with respect.

Community Development Update



Supporting Kirkshaws Neighbourhood Centre

We're proud to support our local communities. We believe everyone should have access to services that boost wellbeing, learning, and connection. That's why we're excited to support two projects with the help of Lintel funding at Kirkshaws Neighbourhood Centre, helping bring more opportunities to local people.

Cooking on a Budget – Healthy Eating Made Easy

With help from our funding, the Centre has kicked off a 26-week cooking course to help people:

- Learn how to make healthy meals
- Pick up tips on how to make food budgets go further
- Enjoy cooking in a relaxed, friendly setting

This programme is all about better eating, saving money, and picking up new skills with others in the community.

Wheels in Motion – Community Cycling Fun

The new Wheels in Motion cycle club gives people the chance to:

- Borrow a bike for personal use or to join the club
- Take part in fun weekly rides over 39 weeks
- Get active and enjoy the outdoors

These projects are just one way we're helping make a positive difference in the Kirkshaws community. Stay connected with us to discover funding opportunities that can benefit your community!



Community Development Fund

In January 2025 we launched our new Community Development Fund in the form of up to **£500 grants** for voluntary and community groups who want to deliver projects or services that benefit people living in our communities. Below are just some of the projects we have supported since the beginning of the year.



Interested? Scan the QR Code for details on how to apply.

Backing Local Talent on the World Stage

We're excited to have supported one young footballer, helping a local player take part in an amazing international event! The Scotland Boys Club Academy of Football is one of the country's top youth academies, using football to bring communities together. Their 2013 team headed to Spain to compete in the Barcelona International Youth Cup, playing against teams from all over the world.

Our funding helped cover travel costs for one player, giving them the chance to enjoy this unforgettable experience.



Lanarkshire Deaf Hub

Our funding helped support their first-ever Volunteer Awards Afternoon Tea – a special event honouring up to 80 volunteers for their dedication and impact. We were thrilled that our Chief Exec, Carron could attend on behalf of CVG and witness firsthand the incredible work these volunteers do in their community.

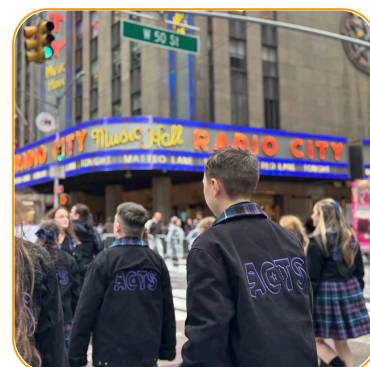
Lanarkshire Deaf Hub is a vital resource, uniquely supporting deaf children, young people, adults, older people, their families, and the wider Lanarkshire community. The charity offers essential information, advice, and guidance to deaf individuals and their support networks.



ACT Scotland, performing Arts School

Act Scotland is a new performing arts school in North Lanarkshire, specialising in acting and musical theatre classes for children aged 3-18yrs. ACT was opened with the aim of bridging the gap for young people who otherwise wouldn't have had access to the arts in Scotland

Funding awarded was to support costs to fund a trip to New York.



We Want to Hear From You!



Every year between August and October, we run several activities to gather your feedback. Your views are really important, they help us improve how we deliver our services and make sure we're meeting your needs.

Here's what's coming up:

◆ Institute of Customer Service Survey

You might have received a text message inviting you to take part in this short survey. It only takes 10 minutes to complete.

This is a national survey that helps us compare our service with other organisations, and we use your feedback to make real improvements.

We'd love to hear from anyone living in a CVHA property, not just the person named on the tenancy — so if you haven't filled it in yet, please take a few minutes to share your views.

◆ Customer Service Excellence Review

We're working to keep up our Customer Service Excellence accreditation. Your feedback helps show what we're doing well and where we can keep improving.

◆ Scottish Housing Day – 17 September

After a great event last year, we're excited to host another event for Scottish Housing Day 2025. This year's theme is all about neighbours and community, a key part of what makes housing more than just bricks and mortar.

Scottish Housing Day is celebrating its 10th anniversary, so stay tuned and follow us for more details!

◆ Annual Satisfaction Survey – October/November

This is your chance to tell us how we're doing. We'll be carrying out surveys face-to-face and by phone, so please take part if you're contacted — your voice helps shape what we do next.



The Institute of
Customer Service

Scan the QR Code to complete the ICS Survey



SCAN HERE

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.



NEW

We Need Your Voice – Join Our Media & Communications Group!

We're always working to improve how we communicate with our customers, and we want your help to get it right. We're setting up a Media & Communications Group made up of tenants who will meet quarterly (either in person or online) to review the information we produce and suggest ways to make it clearer, more accessible, and more engaging.

We'll also be kicking off a project to improve our website, and your input will be key to shaping its future. Whether you have media or communications experience, or are simply interested in learning more, we'd love for you to get involved.

Interested? Fill out [this](#) form (scan QR Code) to register your interest.

This opportunity is open to anyone in your household aged 16 and over.



New Developments

New Homes Completed in Airdrie and Lanark!

We're excited to welcome new residents into their homes at two recently completed developments in Airdrie Town Centre and Lanark.

Airdrie Town Centre – 16 New Flats

We've officially taken handover of a brand-new block of 16 flats in the heart of Airdrie.

This modern, four-storey building includes:

- 4 one-bedroom flats
- 12 two-bedroom flats, including 2 fully wheelchair-accessible homes

There's also car parking on the ground floor and a lift, making the building fully accessible for all tenants.

Lanark – First Stage of New Community Complete

In Lanark, we've completed the first part of a major project to transform the site of the former Lanark Grammar School into a welcoming new community.

So far, we've delivered:

- 12 two-bedroom flats
- Three three-bedroom terraced houses



And there's more to come! Coming soon we will be releasing a further 8 flats within the partly converted former school building. These will consist of a mix of 2 and 3 bedroom homes, with 2 specifically designed for wheelchair users.

We're proud to be providing high-quality, accessible homes that support the needs of our communities, and we look forward to welcoming even more residents soon!

COMING
SOON

Also coming in 2025....

- Douglas Street, Hamilton - 21 homes, a mix of one and two bedroom flats
- Overtown Primary School, Overtown - 17 homes, 8 new build 2 bed terraced homes and 9 one and two bed apartments within the school conversion in Overtown Main Street.



Kitchen and Boiler Update

Over the last few months, we have made a significant investment in your homes with over 120 new kitchens and boilers installed in homes across Hamilton, Larkhall, Airdrie, Coatbridge and Motherwell. As part of our ongoing commitment to invest in our homes, we will be continuing this programme over the remainder of this year.

Our new kitchen installations are designed to bring modern, functional, and stylish spaces to your homes. We understand that the kitchen is often the heart of the home, where families gather and memories are made. The new kitchens will have durable worktops, ample storage and practical layouts. Whether you love to cook, entertain, or simply enjoy a cup of tea, the new kitchens will provide a quality space and comfortable environment for all your culinary adventures.

In addition to the kitchen upgrades, we are also focusing on improving the efficiency and comfort of your homes by installing new, high-efficiency boilers. These modern boilers are designed to provide consistent, reliable heating and hot water while reducing energy consumption. This means not only a more comfortable living space but also lower energy bills and a positive impact on the environment. We are committed to ensuring that your homes are warm, efficient, and sustainable.

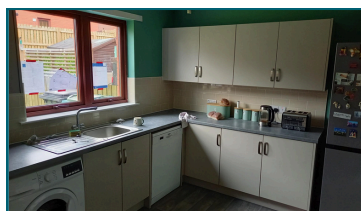
These investments are part of our broader approach to continually improve homes for our customers and ensure that communities continue to thrive. We look forward to seeing the positive impact these improvements will have and are excited to continue working together on these projects and our future investment programme.

If your home is included in this year's kitchen and boiler programme, a member of our Asset Management Team will be in touch with you directly.

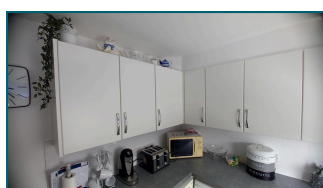
Here is what some of our customers have said about the improvements so far:



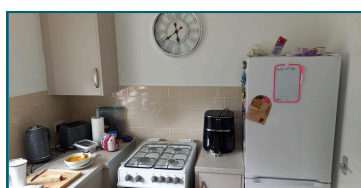
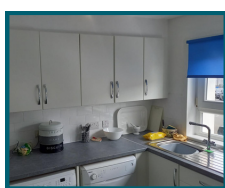
"I am very happy, much much better than it was before, big improvement"



"Big, big difference"



"Excellent, I am absolutely delighted, super duper"



"I really like it!"



Our People

The team recently came together at our offices for our Annual Staff Conference. This year's theme was "Innovating Housing Together", and we were joined by some fantastic guest speakers who shared inspiring ideas and insights about the future of housing.



In the afternoon, we took part in some fun fundraising activities to support our chosen charity for 2025/26 – CHAS (Children's Hospices Across Scotland).

CHAS provides vital care and support to children with life-shortening conditions and their families. They offer hospice services, home care, and emotional support across Scotland, helping families make the most of every moment together.



Welcoming the Next Generation to Clyde Valley

At Clyde Valley Housing Association, we're always looking to stay ahead of the curve. That means growing our team with fresh talent and developing new roles to meet the needs of our customers and communities.

That's why we're excited to be restarting our Apprenticeship Programme, which helps bring young people into rewarding and meaningful careers in social housing.

We're currently recruiting for two new roles:

- A Modern Apprentice in Housing
- A Graduate Apprentice in Business Improvement / IT

These roles are a great opportunity for young people to gain hands-on experience, learn new skills, and build a future in the housing sector. We're looking forward to introducing our new apprentices in the next edition of the newsletter.... stay tuned!





We are making plans to head out into our communities this summer to see how you are doing and provide opportunities to meet some of our team face to face.

It would be great to hear your thoughts on where you think we should go and If you would like us to specifically come to your area.



We're delighted to share a heartfelt poem from one of our customers. A special thank you to Robert for sharing his beautiful words with us!

would you

would you fight if odds were able
knowing that to lose
is nothing less than fatal

-

would you choose if lies held true
knowing that to trust
is nothing more than redo

-

would you trip if times were slow
knowing that to flee
is nothing more than ego

-

would you lose if dreams held new
knowing that to just

-

is nothing more than careful





Info Point



Repairs

Emergency Repairs	01698 268855
Scottish Gas (smell gas)	0800 111 999
Scottish Power (no electricity)	0800 092 9290
Scottish Water (no water/burst pipes)	0800 077 8778
Gas heating repairs (City Technical)	0333 202 0708

Tenancy related

Anti social behaviour / dog fouling/
vermin / roads:

• North Lanarkshire	0300 123 1382
• South Lanarkshire	0800 389 1105
• East Dunbartonshire	0300 123 4510

Anti social behaviour complaints should in the first instance be reported to Police Scotland by calling 101.

Accessibility:

To read this document in the language of your choice please use the 'change language' icon on the CVHA website.

You can also access the document by using the text to speech icon on our website.

要以您选择的语言阅读文档，请使用 CVHA 网站上的“更改语言”图标

Aby wyświetlić ten dokument w preferowanym języku,
użyj ikony zmiany języka w witrynie internetowej CVHA.

ਦਸਤਾਵੇਜ਼ ਨੂੰ ਆਪਣੀ ਮਨਪਸੰਦ ਭਾਸ਼ਾ ਵਿੱਚ ਪੜ੍ਹਨ ਵਾਸਤੇ, ਕਿਰਪਾ ਕਰਕੇ CVHA
ਵੈੱਬਸਾਈਟ 'ਤੇ 'ਭਾਸ਼ਾ ਬਦਲੋ' ਆਈਕੋਨ ਦੀ ਵਰਤੋਂ ਕਰੋ

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скористайтесь значком «змінити мову» на веб-сайті
CVHA

ویب سائٹ پر ' زبان بدلیں آئیکن کا استعمال کریں۔ CVHA
دستاویز کو اپنی پسند کی زبان میں پڑھنے کے لیے براہ کرم

Please get in touch if you would like to receive any of our information by email or in another format such a different language, large print, Braille or audio.



INVESTORS IN PEOPLE®
We invest in wellbeing Silver

INVESTORS IN PEOPLE®
We invest in people Gold



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