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ISSUE 07 \ SUMMER 18

News from Clyde Valley Housing Association

CONNECT



CLYDE VALLEY

Welcome to CONNECT

Issue 7, CVHA's summer newsletter

We hope you find it interesting and informative and enjoy reading updates on the work of the Association.



Lynn Wassell
Chief Executive

We've been working on our plans for the year ahead at CVHA and there has been some significant progress for you to read about. We've been celebrating our success in securing another £70m investment from our new partners at Canada Life to build an additional 700 new homes for people in Lanarkshire. We've appointed two new Directors – Kirsty and Carron, as well as other new team members who are excited to join us and want to make a difference for you.

We know we have a great track record for building and providing high quality new homes and as we continue with that growth, you will also see us focus more and more on talking to you and being out in our communities. We will be working even harder on supporting people to keep their tenancies, in the face of Universal Credit and other pressures.

If we are going to do the right job for you then this is the year to tell us what the right job looks like. We believe that innovation and new ways of working are important and we don't intend to sit still! We have taken on a new independent researcher - BMG Research - to carry out our 3-yearly face survey with our customers. I'd love you to get involved and assure you that we're absolutely committed to using the results and taking action.

I'd also like to let you know that our AGM is on 17 September 2018 and we aim to have a sneak preview of the survey results for customers who can come along. You're all welcome, so we will put more information on our website nearer the time.

I can't believe it's already over a year since I joined the team here at CVHA. It has been both exciting and rewarding and I'm really looking forward to seeing your feedback on what you think of our service to you and the value we provide today in 2018, for example:

- / Are we continuing to improve and what do we still need to learn?
- / How can we get to know every customer better to give the right support to the people who need it most?
- / How can we make you feel part of CVHA and that you have helped set our future plans?

This is the biggest and most important challenge we have set ourselves for 2018.

I hope that you and your families enjoy a fantastic summer.

Best wishes,

Lynn

SAVE
THE AGM
DATE 17 September 2018

Customer Satisfaction Survey 2018

Win an iPad Mini!

01



We are committed to continuously improving our services to our customers and to providing innovation in our service delivery. The feedback that you provide helps us to shape and deliver our services, and improve our offer, based on your priorities. We are required by the Scottish Social Housing Charter and legislation to survey our customers every 3 years on how they feel about the services we provide, and to report the results to the Regulator so they can be published. CVHA last carried out this large scale survey in 2015 with very positive results.

Additionally, we also carry out monthly surveys by the same independent company for customers who have recently received a service, the results of which are reported back to you through this newsletter.

In April 2018, we re-tendered for this 3-year long contract to conduct our 3-yearly survey and our monthly surveys. We are delighted to announce that we will be working with a new organisation – BMG Research - who are committed to seeking your views in different ways and providing feedback by exciting new methods, such as through videos we can post on our YouTube page, and also through providing information in easy-to-read graphical format. We hope that you will be as excited as we are at being able to engage with you in different, more modern ways. The survey will be carried out by researchers from

BMG through face-to-face interviews as well as by telephone, ensuring they speak to as many customers as possible.

BMG are fully independent of CVHA. They will treat your responses in strictest confidence - your answers will be anonymous and CVHA won't know which customers have completed an interview unless you give your permission otherwise.

This is our opportunity to tell us what you think of our services and help us meet our customers' needs in the future. **By way of encouragement, everyone completing the 3-yearly survey will be entered into a prize draw to win an iPad Mini.**

The large 3-year survey will consist of:

- / A survey of 40% of our current customers (1440 customers) and 10% of our factored owners (340 customers).
- / Detailed understanding of our customers' satisfaction with those services as measured by the Scottish Social Housing Charter and other useful and robust satisfaction performance indicators.
- / Feedback from our customers on their key priorities which we can use to drive and inform our future plans.
- / A better understanding of service quality improvements, new services and approaches that would increase customers' satisfaction and engagement.

- / A better understanding of what CVG providing value for money means to our customers, both tenants and our factored owners.
- / An understanding of tenants' views on the affordability of our rent and service charges.
- / More information on our tenant profile/demographics including understanding of the extent of digital inclusion and needs for online and 24 hour services.

We want to provide you with more "Customer Choice" which means we will be designing the questionnaire to seek your views on service improvements, how you would like us to engage with you, what are your priorities for the future and how we can assist in delivering these. This is why we will be asking questions on your digital access, such as:

- / how often you use the internet;
- / what online services you think we should supply; and
- / what technology do you use to access the internet, i.e. through your smartphone, etc.

We know you may not use the internet, so will only ask these questions where you indicate that you are online.

After the questionnaire has been designed in consultation with our Customer Panel, the face-to-face interviews will take place between Monday 25 June and the end of July. This means

you will see researchers from BMG in your area asking if you would like to take part in our survey. We hope that as many customers as possible take part. This is your opportunity to give us your feedback on all our services and provide your view on what we should be doing in the future.

The interviewers will have Identification from BMG and a letter of authorisation from CVHA. They are also fully disclosure checked. If you have any queries on whether someone is from BMG, please contact the Association.

We should have our results in early September and plan to do a presentation to our members at the Annual General Meeting on Monday 17 September 2018. Again, we would love to see you there. We will also be producing the results in other ways to ensure you can see what our customers are telling us.

If you wish to discuss the Customer Satisfaction Survey or have any questions, please contact:

**Ruth Brogan,
Customer Services Manager,
ruth.brogan@cvha.org.uk or
01698 328255.**



Reform to the existing Data Protection Act (1998) is being brought by the General Data Protection Regulations (GDPR). These changes took place on 25 May 2018.

GDPR

The key change for CVHA customers is that we now must tell you all of the personal information we hold on you, and the purpose for holding or using this information. You have new rights in relation to being able to access this information, ask us to review what we hold, or restrict the processing of some

data. CVHA has been working on implementing these changes for the last couple of months, developing a new Privacy Policy and a Fair Processing Notice has been produced that will be issued to all customers.

The key changes from the old Data Protection Act to the new regulations are below:

Topic	Example	Existing Data Protection Act 1998	From 25 May 2018 – GDPR Regulations
Breach of data protection	This is where we have to notify our data protection regulator – the Information Commissioner – if we have lost any personal data.	<ul style="list-style-type: none"> Previously it was only best practice to report high risk breaches to the regulator. Our policy was to formally assess breaches and report to the regulator in line with this best practice. We were not obliged to inform individuals affected by the breach. 	<ul style="list-style-type: none"> We have 72 hours to report breaches to the regulator. All breaches must be reported unless there is a minimal risk to the rights and freedoms of those affected. We must inform individuals who are affected where there is a high risk to those individuals.
Being fined for a data protection breach	We can receive a fine for breaching data protection laws – such as losing personal data.	<ul style="list-style-type: none"> Previously we could be fined up to £500,000. 	<ul style="list-style-type: none"> Greater penalties are in place – up to £17 million or 4% of global annual turnover of the preceding year – whichever is greater.
Data Protection Officer	This is a dedicated senior officer who has a role to enforce how we collect and process personal data in line with data protection laws.	<ul style="list-style-type: none"> Previously not a mandatory role. 	<ul style="list-style-type: none"> We have appointed a Data Protection Officer.
A subject access request	This is where an individual can contact us to see what information we hold about them.	<ul style="list-style-type: none"> Previously we had 40 calendar days to respond. We used to charge a £10 fee. We did not incur any fines for a late response. 	<ul style="list-style-type: none"> We must respond without due delay and at the latest within one month. We cannot charge a fee. For consistently late responses we could be fined up to £17 million or 4% of global annual turnover of the preceding year – whichever is greater.
Fair processing notices	<p>A key principle of data protection law is that all personal data should be processed fairly and lawfully.</p> <p>Fair processing includes telling individuals that we hold their information and what we will do with it.</p>	<ul style="list-style-type: none"> Fair processing notices were required to allow individuals to understand what their personal information is being used for. 	<ul style="list-style-type: none"> Individuals will have a lot more information to be supplied to them under the new regulation – so that you can better understand what information we hold on them and why. Fair processing notices must be easily accessible, clearly communicated and easily understood.

03

Refinancing deal



Clyde Valley Housing Association (CVHA) has recently secured a £70m Private Placement deal with Canada Life that will enable us to deliver 700 new homes across Lanarkshire for social rent.

CVHA has an outstanding track record in working with our partner Local Authorities and developers, delivering sustainable high quality new homes that meet local housing need. Since setting up in 1996, the Association has grown steadily through new-build supply at a rate of around 200 homes per year.

This commitment by Canada Life to provide future investment means that CVHA will own nearly 5,000 homes by 2023.

The Association has been supported in securing this deal by Lloyds Capital Markets (treasury) and Harper Macleod (legal advisors). CVHA's loan portfolio will continue to be supported by our existing syndicate lenders, Lloyds Banking Group and Barclays Bank, who have been working in partnership with the Association for over 15 years.

The 32-year Private Placement will enable finance to be drawn down in two stages with £35m available in June 2018 and £35m being drawn in Oct 2020.

The Association's former Director of Finance, Shirley MacDonald, who led negotiations, explained how we

have restructured our loan portfolio as part of our Strategy to achieve a mixture of short and long term funding to meet our development aspirations. She was delighted to work with Canada Life, who have provided funding for more than 20 years to Housing Associations, and have a strong understanding of the sector, allowing them to provide funding at very attractive rates.

Allan Murray, Clyde Valley Housing Association Chair said,

"We are pleased that Canada Life has chosen to invest in CVHA. This funding will allow us to meet the future needs of people in Lanarkshire who desperately need new rented homes. We continue to rise to the Scottish Government's challenge to support the delivery of 50,000 new homes during the life of this Parliament.

We are grateful to our existing funding syndicate for supporting the restructured facility allowing us to secure this new deal, and to our agents at the Lloyds Capital Markets team who have advised us throughout."

Confident in the knowledge that funding is in place, this agreement enables us to reach our goals for the future.



Examples of CVHA's recent projects

update

The sustained growth of the Association has been reflected in a number of arrivals and departures of staff at our Scott Street base. Over the past year we have welcomed several new colleagues who have already contributed to each of the functions. Below and on the following pages you will find the latest news on staff, including a great achievement for one of our team members.

CVHA staff



Kirsty Morrison



Carron Garmory

Arrivals

Saying 'Hello' are new faces...



Kirsty Morrison Customer Services Director

Joining in February 2018, in the role of Customer Services Director, Kirsty will lead the delivery of Customer Service excellence across the organisation. Her portfolio includes housing services, factoring and a range of corporate services.

A member of the Chartered Institute of Housing, she has an Honours Degree and a Post Graduate Diploma in Housing.

Kirsty has worked in a variety of senior roles. Until joining CVHA she was Head of Customer Services at River Clyde Homes and led the £26m Broomhill regeneration project as well as a review of caretaking and environmental services.

Prior to this Kirsty was responsible for community safety and welfare and debt advice services at City of Edinburgh Council.

Carron Garmory Finance Director

Carron leads the Clyde Valley Group's Finance and IT functions, joining in March 2018.

A member of the Chartered Institute of Management Accountants, Carron worked previously as Group Finance Director at Our Power, a start-up, not-for-profit, energy supply company founded by social housing organisations. She was successful in raising over £10m in social finance from various trusts and foundations, including a £4.5m Social Purpose bond, the largest of its kind for social enterprise across the UK.

Her previous roles include Director of Finance and Corporate Services at West of Scotland Housing Association for 6 years and 17 years at the Wise Group, working in various senior roles, the last 4 years as Finance Director.

Carron's experience and skills include both strategic and operational finance, fundraising, regeneration of communities and performance improvements.

Other new members of staff

Corporate Services

Ruth Brogan
Customer Services Manager (temporary)

Amy Robertson
Corporate Services Officer

Jade McCaskie
Modern Apprenticeship

Housing

Victoria (Tori) Biggs
Administration Assistant

John Stevenson
Housing Officer (temporary)

Moving Around

Michelle McLaughlin
Housing Admin Assistant

After a successful interview, Michelle recently moved from the Repairs Team to work in the Housing section as an Administration Assistant supporting the Rents Team. The team are delighted to welcome Michelle, who will be a great asset for the team and for our customers.

Departures

Saying 'Goodbye' after many years of service are...



Shirley MacDonald



Lesley Clarkson

Investment

John McLachlan
Technical Inspector

Gerry Boylan
Technical Inspector

Lorna Ferguson
Repairs Administrator

Katie Stewart
Repairs Assistant

Other staff members who have gone on to other opportunities

Wendy Manson
Corporate Services Officer

Graeme Morrison
Technical Inspector

Caitlyn McCafferty
Housing Apprentice

Nareen Owens
Customer Services Director

Finance

Lorraine Sommerville
Senior Finance Officer

Andrew Duncan
Finance Administrator

Janet Keating
Finance Administrator

Jo-Anne Roberts
Finance Assistant

Laura Maciver
Finance Assistant



Maureen Bell

Shirley MacDonald
Finance Director

In May, after 11 years of service to the Clyde Valley Group, Shirley MacDonald retired from her post of Finance Director. Shirley led the negotiations that delivered the £70m Private Placement, marking the end of her outstanding contribution to the success of Group throughout her time here. She leaves a legacy which lays the foundations for continued growth. All of the staff and Board wish her well for the future.

Maureen Bell
Housing Officer

Housing Officer Maureen Bell 'retired' in April after 32 years of service. Her dedication and loyalty will be missed by both customers and staff. We wish her happy times with her grandchild and lots of sunny holidays!

Lesley Clarkson
Customer Services Manager

After more than 39 years of dedicated service to the Association and our customers, Lesley has left CVHA. In that time she formed many strong relationships with other members of staff and was known to our customers as someone they could rely on whenever they needed help.

Undoubtedly, everyone thanks Lesley for her exceptional contribution to CVHA's success. Lesley has been utterly committed to CVHA, always professional, and has always gone the extra mile. She will be greatly missed by us all and our customers.

Lorna's no.1

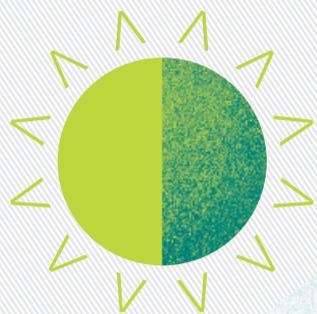
cycle race win

Lorna Ferguson, one of our Repairs Administrators, was first past the post in the women's amateur race when the OVO Energy Tour Series came to Motherwell in May.

A member of Scottish team RT23, Lorna is a keen cyclist who in the past has competed against Olympic medallists Katie Archibald and Laura Kenny (Trott) at the Velodrome in Glasgow.

Our congratulations go to her on winning the race and our great admiration for achieving success in such a demanding activity!





Housing Minister

drops in

The local MSP, Fulton McGregor, had been observing at close hand its transformation and at his suggestion, the Minister requested a visit to the project. Accompanied by other council officials, government representatives and members of CVHA's board, staff and development contractors, the group were given a tour that highlighted the original features that have been retained and blended with the new design features.

The general consensus was that the transformation of the library definitely has the 'Wow!' factor.

The former Carnegie Library redevelopment has generated great interest in the community, due to its iconic status in the town. A Category B listed building, it is an important part of the architectural, social and cultural heritage of Coatbridge.

It had lain empty since the library closed in 2010, so the 12 flats that have now been added to the preserved part of the building, providing affordable homes, also enhance and extend its life for future generations.

An open event is planned following completion when the development will be opened officially.

In April, Kevin Stewart MSP, Minister for Local Government and Housing, made an informal visit to CVHA's Coatbridge Library site, which is in the final stages of completion.

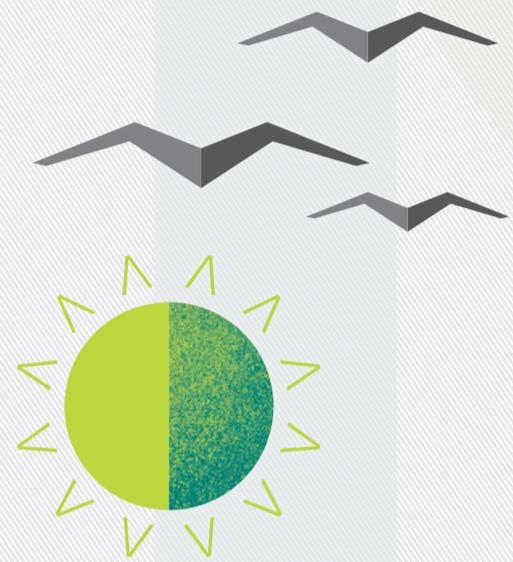
04



Local Government and Housing Minister, Kevin Stewart MSP, with CVHA staff and board members and development personnel.

Our programme of house building continues apace, bringing further sustainable social housing to the areas we cover. Also, supplemental to this investment, major improvement projects are progressing. Current projects and future plans are shown in the following pages.

Round the houses



Here's what's
happening in
your area...

Airdrie

Major improvements

Electrical rewiring and kitchens

/ Gartleahill and Lingley Avenue

21 properties are presently having electrical rewiring and new kitchens installed by MCN (Scotland), and should be completed by June 2018.

External wall insulation and roofing

/ Petersburn

19 2-storey houses will have re-roofing external wall insulation done. The appointed surveyor (EWI), structural engineer and health and safety consultants will soon be visiting the affected customers, with a work contractor appointed over the summer.

Coming soon...

/ Caldercruix, Millgate Crescent – new homes

/ Petersburn - Surveys will start at the beginning of 2018 with a view to improving the insulation and roofing of our solid wall properties.



Auchinloch

New homes

/ 12 flats and 4 houses are due for completion during the summer and have been allocated to new tenants.



Auchinloch

Blantyre

New homes

/ Stonefield Road, Phases 2/3

30 flats are on track for completion by October 2018.

/ Victoria Street

38 new properties, a mix of flats and terraced houses are due for completion by September 2018.

Coming soon...

Major improvements

External Insulated Rendering

/ Wheatlands flats – Including owners, 13 flats will have external wall insulation applied during 2018. HEEPS funding has been secured with the assistance of South Lanarkshire Council.

Insulation and Roofing

/ Wheatlands houses – The affected 18, 2-storey houses will be visited soon by surveyors. The contractor to carry out the work will be appointed during the summer.



Stonefield Road, Blantyre



Victoria Street, Blantyre

Bellshill

Coming soon...

/ **Hamilton Road**
24 new properties.

Carluke

New Homes

/ **Market Place, Phase 3**
2 x 3 apartment flats are now allocated.

/ **Stanistone Road**
Site in the early stages, 49 flats and houses are expected to be ready by early 2019.



Stanistone Road, Carluke

Coatbridge

New homes

/ **Academy Street**
8 x 2 apartment flats and 4 x 3 apartment flats are in the final stages of completion. Allocations are in progress.

Coming soon...

/ **Old Monklands** - New uPVC front and back doors during 2018.



Academy Street, Coatbridge

Douglas

Major improvements

/ **ASHP Heating & Hot Water Systems, Internal Wall Insulation, Windows & Doors**

Clyde Valley Housing Association recently completed significant investment works.

- Sidey Limited installed A+ rated double glazed uPVC windows and composite external doors to 104 properties within Douglas. Concluded in February 2018, work cost approximately £527,400.
- Engie has fitted 89 Air Source Heat Pump and Radiator Heating Systems and improved insulation to 38 properties. Works ended in March 2018 at an approximate cost of £1,065,500.

The energy efficiency of these properties has improved greatly with many homes increasing from a Band E rating to a Band C.

East Kilbride

New homes

/ **Kenilworth Road**
34 flats and houses for social rent will be completed by September 2018. The initial 4 properties are already occupied.



Kenilworth Road, East Kilbride

Hamilton

New homes

/ Hillhouse Road

A total of 100 properties are being built. Phase 1 (55 flats and houses) are expected to be ready for handover in August 2018. 45 properties in Phase 2 will not be due for completion till the end of 2018.

/ Wellhall Road

14 flats are now occupied.



Hillhouse Road, Hamilton



Wellhall Road



Holytown

Major improvements

/ South Howden – Roofing, attic and external wall insulation

25 properties were upgraded by contractor Everwarm Group by April 2018.

Coming soon...

Major improvements

/ O'Wood

Electrical rewiring and new kitchens

16 properties are scheduled for this work starting in June 2018, by MCN (Scotland).

Insulation and roofing

12 houses in O'Wood will have re-roofing and either cavity wall insulation or external wall insulation (dependent on construction type). The appointed surveyor, structural engineer and health and safety consultants will soon be visiting the affected customers, with a work contractor appointed over the summer.

Kilsyth

Coming soon...

New homes

/ Parkfoot Street 29 flats and cottage flats, site start due October 2018.

Kirkintilloch

New homes

/ High Street

Midway through the build, this development has 41 flats. 22 will be for social rent, 19 for mid-market rent. Completion is expected by October 2018.



High Street, Kirkintilloch

Lanark

New homes

/ Hyndford Road

This development of 32 flats and houses is now fully occupied.



Hyndford Road, Lanark

Larkhall

New homes

/ Former Daks factory location

This site of 48 flats and houses is newly started.

Motherwell

New homes

/ Frood Street

Recently on site, 40 new homes are being built, comprising of 1 and 2 bedroom cottage flats and 2 and 3 bedroom semi-detached and end terraced houses.

Newarthill

Coming soon...

/ Tillanburn

External wall insulation and roofing

17 2-storey houses in will have re-roofing and external wall insulation. The appointed surveyor, structural engineer and health and safety consultants are currently concluding surveys.

New Stevenston

New homes

/ Coronation Road

43 new properties, a mix of flats, cottage flats and terraced houses. 18 are already occupied; allocations for the remaining 25 homes are in progress.



Coronation Road, New Stevenston

Queenzieburn

New homes

/ Beacon Inn

Building of 16 cottage flats is progressing well, with an expected completion date of September 2018.



Beacon Inn, Queenzieburn

Various estates

Looking forward over next year

/ Cyclical painting and gutter cleaning 2018/19

- | | |
|---------------------------------------|-------------------------|
| Airdrie – Gartlea, Petersburn | Hamilton – Wellbrae |
| Bellshill | Harthill |
| Birkenshaw | Holytown – O'Wood |
| Blantyre – Wheatlands, Woodtrees | Larkhall |
| Coatbridge – Barrowfield | Mossend |
| East Kilbride – Calderwood, Stewarton | Newarthill – Tillanburn |

Please call us or check our website for more information.

AWARD FINALIST



CVHA's Mavor Avenue, East Kilbride, development has been nominated as a finalist in the Large Affordable Housing Development of the Year (Social Rent) category at the Scottish Home Awards 2018. Winners will be announced in June – fingers crossed!



Customer choice

North Motherwell



Help us to help you

Where possible, the association carries out an annual review of all our tenants to gather information which will enable us to deliver on your priorities and develop services that you need. This year, starting with our North Motherwell customers, we are trying out a new way of capturing information to help us deliver better, targeted “customer choice”.

This new information allows us to plan and invest in services in a way suited to the needs of our communities, and to find out areas where the association may be able to assist our tenants further.

We will collect data on areas such as:

- / household makeup;
- / internet access; and
- / employment and health matters.

Nowadays, many of the things people do, such as looking for a job, shopping or looking for other services we need, have to be done online. However, if you do not have access to the internet or do not feel confident about using it, this can make life difficult. The association is also therefore looking to ascertain your views on the delivery of services or transactions online as part of our “Customer Choice”.

Information you give will be treated confidentially and securely, and will be compliant with the new GDPR regulations set out previously in this newsletter.

Pests – ants and mortar bees

At this time of year, especially as we have been enjoying warm weather, we see the return of insect populations.

We get lots of calls from customers who have an infestation of ants or are afraid of the colony of mortar bees making a nest at their property. If there are open or damaged areas of the building that enable the pests to enter, the Association has a duty to carry out a repair to stop them coming inside, **but we do not carry out pest control.**

If the problem is a public health issue, the local authority environmental health departments

will attend, but all councils in our area will charge you a fee to carry out an inspection.

However, if you are dealing with ants or mortar bees (which the environmental health department **do not** class as public health issues) it is much cheaper to buy pest control products from your local DIY store. They stock a wide range of effective solutions that as a first course of action, will be a much cheaper option.



DogsTrust
The Freedom Project

Dog fostering service for people fleeing domestic abuse

The Dogs' Trust has extended its Freedom Project to Scotland. Set up in 2004 and operating south of the border, it provides a safe haven for dogs belonging to people fleeing domestic abuse.

This is a free, specialist and confidential service which covers the cost of veterinary treatment, food and any equipment the dog may need whilst they are in foster care. Placements can last up to six months.

If you would like more information on the service and how to be referred to it, contact Ashley on **0808 169 4315** or Ashley.szafranek@dogstrust.org.uk www.dogstrustfreedomproject.org.uk

Scotland's Domestic Abuse and Forced Marriage Helpline: **0800 027 1234**

Customer Feedback and Performance

What you are telling us...

and what we are doing to be better

Giving our customers great quality service is pivotal to everything we do, so we like to tell you how we are performing and how we measure up to your and our expectations. We are not saying we always get it correct, but where we do not, we will tell you what we are doing about it.

On a monthly basis, an independent research company contacts on our behalf, a sample of customers who had received a service from us. We constantly refine the questions they ask you to ensure we are addressing all your concerns and taking action to remedy any areas of dissatisfaction.

Regular, effective engagement and contact with our customers, and the monitoring and reporting of our performance, is something we at CVHA strongly believe is vital for delivering the best service and knowing better who our customers are and what they want and need. It is fundamental to understanding what services we should deliver and how this can be done.

Opposite are some of the results from Research Resource and from our own performance figures for Quarter Three, 2018.



Compliments – well done!

Have you had a particularly good service from any of our staff members? Did someone go the 'extra mile' to help you?

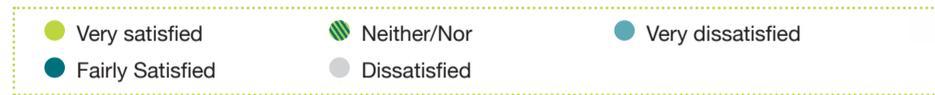
If you have, please tell us about it. It inspires staff to do even better and confirms we are 'doing the right thing'.

Thank you!

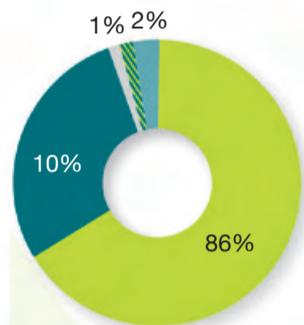
The input we gather from you through our Customer Satisfaction survey and complaints process is vital for enabling CVHA to improve and learn. Without it, we would be guessing what our customers want and perhaps getting it wrong.

That is why we want to thank you for taking the time to share your thoughts with us, to help us provide you with a great service. We encourage all our customers to speak to us, no matter what the issue is, good or bad.

**Quarter Three
2016/17**

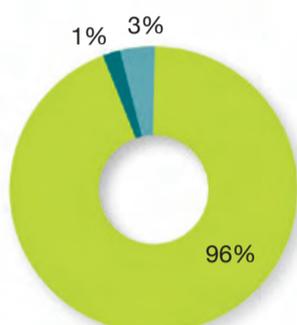


% Overall satisfaction



96% of customers are satisfied with the overall service received.
 v down from 99% last quarter
 ^ more than 92% annual average for 2016/17

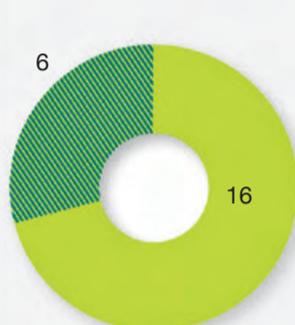
Repairs satisfaction



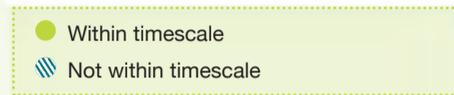
97% of customers are satisfied with the repairs service received.
 v down from 99% last quarter
 ^ more than 93% annual average for 2016/17



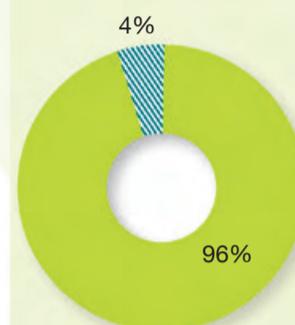
Stage 1 complaints



100% responded to within target timescales.
22 Stage 1 complaints received
 ^ up in number from 17 last quarter
16 Stage 1 complaints upheld
 ^ 12% increase from last quarter

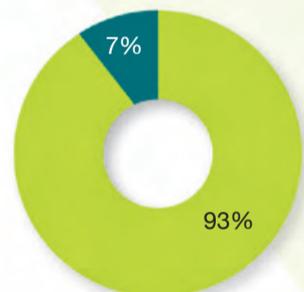


Anti-social cases



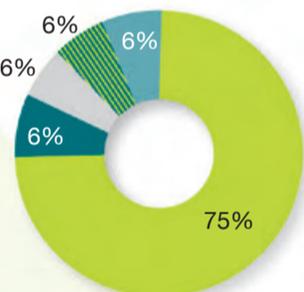
96% anti-social cases resolved within target.
 ^ up from 93% last quarter
 ^ up from 95% last year

Satisfaction with new build home



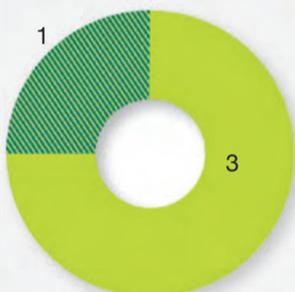
100% of customers are satisfied with the quality of their newly built home.
 = consistent with results from last quarter.

Satisfaction with relet home



81% of customers are satisfied with the quality of their re-let home.
 ^ up from 79% last quarter

Stage 2 complaints

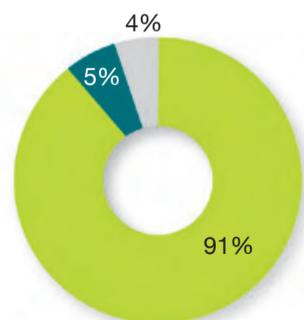


100% responded to within target timescales.
4 Stage 2 complaints received
 ^ up 1 from last quarter
3 Stage 2 complaints upheld
 ^ 9% increase from last quarter

Emergency repairs completion time

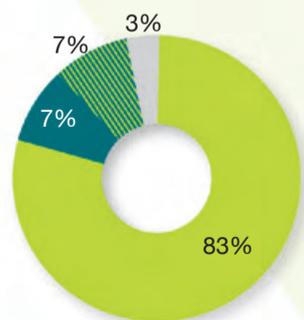
1.95 hours to complete emergency repairs.
 v performance down from last quarter 1.65 hours
 v performance down from 1.80 hours last year

Satisfaction with major works



96% of customers are satisfied with major works completed.
 v down from 100% last quarter
 ^ more than 94% annual average for 2016/17

Satisfaction with neighbourhood



90% customers are happy with the neighbourhood they are living in.
 v down from 96% last quarter
 v less than 99% annual average for 2016/17

Non-emergency repairs completion

6.34 days to complete non-emergency repairs.
 v performance down from last quarter 5.95 days
 v performance down from 5.73 days last year

% Repairs appointments kept

99.7% completed first time.
 ^ up from last quarter 92%
 ^ up from 92% last year

Detailed below are the actions we have taken as a result of customers' feedback and complaints for this quarter. Thank you for your feedback and for helping us to deliver better services to you.

You Said, We Did

What we asked you	You said	We did
Moving into a CVHA property	Not enough notice given by CVHA.	The Association tries to balance out minimising void/rent loss with customer satisfaction. All tenants being offered a new build property should have had at least one month's notice, some tenants are given much longer. For relet properties, we start the notice period when the outgoing tenant gives their 28 days' notice. The only exceptions to this are when there are refusals and the house is ready for let. We will try to ensure as much notice as possible is given to prospective tenants, giving advice on benefits available to help with costs.
Welfare Benefits	Not aware what the advisor had to do after the visit/appointment.	Reminded all relevant staff to send a letter to customers following their appointment, detailing what the tenant had to do and what the advisor had to action (if anything).
Advice on Tenancy Policy and Procedure	Customers were given different advice by different members of staff.	Carried out refresher training of policy and procedure, to ensure consistency going forward.

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

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

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

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

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



New ways to keep you informed

New ideas



It is plain to see from our newsletters how CVHA continues to expand, with our customer number expected to increase to 5000 by 2023.

To keep in touch with our growing number of customers, we recognise that we have to make it as easy as possible for you to contact us and to give you access to as much information as possible. We are always looking at ways to enhance our communication with you - here are two examples of how we are doing just that.

Telephone options

Our teams have been restructured to meet the increase in enquiries about living in one of CVHA's homes. To complement this, our telephone system has been revised so that you can reach the correct team more quickly and without having to repeat your reason for calling to more than one person.

We are trialling a list of 'Option Numbers' to get you through directly. They are:

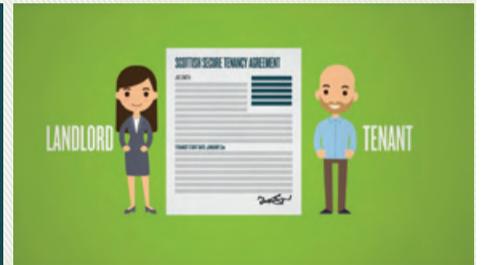
- 1 Make a payment
- 2 Choose if you are a tenant
- 3 Choose if you are an owner or have a factoring enquiry
- 4 Any other matter
- 5 Repeat these options

We need your help to monitor the effectiveness of this change, so please send us your comments (see back page for contact information) so we can review and make any improvements necessary. Thank you for your patience whilst this new process is refined.

New freephone number to pay your rent;

0800 158 3298

Lines are open from 07.00 am to 10.00 pm, 7 days a week.



Short films

We have made a series of short videos that explain some of our processes for tenants and new customers. Containing lots of useful information, these animated films will make it easier for anyone seeking information on:

- / applying for a house (4.42 minutes);
- / moving in to a CVHA house and how to be a good tenant (10.51 minutes);
- / our Repairs service (5.54 minutes); and
- / dealing with condensation (5.52 minutes).

 **YouTube** | To view our videos, search **Clyde Valley Group**

or on our website at cvha.co.uk/istay-videos/

Once again, we welcome your feedback on the content and usefulness of these videos. We intend to add more videos to the collection – check out the links above from time to time to view.

Giving something back

Over the last year Clyde Valley Housing Association (CVHA) has enjoyed the privilege of supporting its chosen charity, Action for Children's Young Carers' Project, North Lanarkshire.

Young carers



Some of the special moments shared over the year

“young carers deserve recognition and thanks”



During that time CVHA's team has learnt about the project's work with young people who have the difficult task of caring for a family member whilst attending school and just being a kid.

Our donations have enabled them to have outings to places that are fun, and also provide the children with much needed 'me time' and respite from the weight of their responsibilities. There was a day out to Blair Drummond Safari Park in the summer and in winter, a Christmas Panto with gifts and sweets. And, of course, there were chocolate eggs at Easter.

In return, CVHA staff have benefited greatly, in seeing the drive and determination of the young people, who, despite the complications of their daily lives, have been an inspiration to us all. Chloe, one of the affected youngsters, visited our office to share her experiences with our staff. Her selfless acceptance of her situation earned her the admiration and respect of everyone there.

Speaking of CVHA's contributions, Carla Maguire, Young Persons' Practitioner at the Project, said, "Their support has been so helpful for our young carers, as it gave them opportunities that they may never have experienced, enabling them to spend quality time with their peers. On the outings, our staff commented that it was brilliant to see all of the young people laughing and smiling and enjoying themselves!

Also, our relationship with CVHA has raised the awareness and profile of young carers, which is crucial for the Project in trying to reach those young carers who have not yet been identified.

We met a number of the Association's staff members, all of whom were very positive, friendly and enthusiastic about their relationship with the Young Carers' Project. For our part, all our staff, young people and their families are very grateful for the support that the Housing Association has given us".

Lynn Wassell, Chief Executive of Clyde Valley Housing Group, commented:

“Young carers do an amazing job for the people they love and the team at Action for Children provide brilliant support. Young carers deserve recognition and thanks and it has been rewarding for my team to be able to make our contribution to doing this in North Lanarkshire.”

Our staff have selected next year's chosen charity – Lanarkshire Cancer Care Trust and will be planning lots of charitable events over the coming year to support the charity, including a walk around Strathclyde Park, a quiz night, and many other activities to raise as much as possible for the Cancer Care Trust. We will keep you updated on our activities through this newsletter and on our website. Suggestions are also very welcome!

Another winner!

Lucky customer, Mrs Horsburgh from Larkhall, was our prize draw winner earlier this year. Here she is receiving her hamper of goodies from CVHA Housing Officer, Jane Lennon.



update

Universal Credit full digital service* is now operational in all our areas of East Dunbartonshire, North Lanarkshire and South Lanarkshire.

Universal credit

Universal Credit (UC) replaces the following means tested benefits:

- / **Income Support**
- / **Jobseekers Allowance** (income based)
- / **Employment and Support Allowance** (ESA) (income related)
- / **Housing Benefit**
- / **Child Tax Credit**
- / **Working Tax Credit**



This means that anyone who has to make a new claim for any of the above benefits will be automatically directed to making a claim for UC.

There is an exception to this rule relating to families with more than two children. They will still be able to claim or remain on their existing benefits until around February 2019.

UC is paid monthly in arrears meaning the claimant will not receive their first payment for at least 5 weeks. They can, however, receive a Universal Credit Advance, which has been increased from 50% to 100% of their Universal Credit entitlement, as from January 2018. This advance will be repaid over a 12

monthly period via a deduction from the claimant's ongoing UC payment.

The Universal Credit Advance will include a Housing Costs Element relating to their monthly rental charge. This amount should be paid to their Landlord as failure to do so will result in arrears of rent.

From April 2018 those already on Housing Benefit, and who require to make a new claim for UC, will continue to receive their Housing Benefit award for the first two weeks of their UC claim. They will not need to repay this extra payment.

Our housing officers are mobile and can visit at a time that suits you to assist if you are having difficulties

in paying your rent. Our income maximisation officers can also assist if you are struggling with budgeting or need help to claim your entitlement to benefits and Universal Credit.

Please contact our Income Maximisation Officers on 01698 328266 and 01698 244694 if you require assistance or further information on any Welfare Benefit or Universal Credit matters.

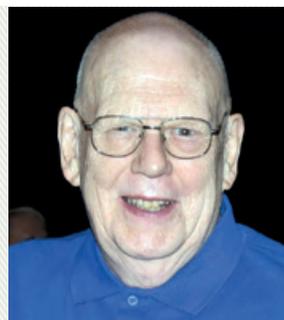
If you are struggling to pay your rent, please talk to us sooner rather than later. We are here to help.

*Universal Credit full digital service – claims must be made online. Help to do this is available at the Department of Work and Pensions, your local library or Citizens' Advice Bureau.

UC Universal
Credit

The Customer Panel continues to grow from strength to strength, working on behalf of all tenants and customers in our scrutiny of CVHA's services, policies and procedures.

Customer Panel



Les Peck

"I joined the Customer Panel to learn how a housing association operated – and the opportunity to be part of the panel of three procuring a supplier for the Customer Satisfaction Survey was another step along the way."

The Customer Panel continues to meet monthly to review CVHA's policies, procedures and practices and let us know their view of our services.

We are keen to work with our customers even further so in April, Panel Member Les Peck (pictured) helped us with our tender interviews for the new Customer Satisfaction Survey contract. Les was able to ask the bidders questions from a customer perspective, such as the benefits of completing the survey. He was also able to ask them questions on why Clyde Valley and our customers would want to work with the companies we were interviewing.

Les asked some probing questions on 'added value' and 'innovation in practice' to help us to assess and choose our preferred supplier.

Our most recent project was a review of how houses are allocated to new tenants. This included a review of the North Lanarkshire and South Lanarkshire Common Housing Allocation Policies and Application Forms and CVHA's procedures, processes and website, along with information provided to applicants and new tenants. We also carried out some mystery shopping calls to the Association to find out what information and advice is provided to people seeking a CVHA home, meeting with staff and new tenants to find out their views.

All of these findings were collated into a report which was submitted to the Leadership Team and

Board and discussed during a presentation in person by a few of our Panel members. The report was not only welcomed by the Board and Leadership Team, but the recommendations contained within have been implemented. The Panel's endeavours will see services are the best they can be for people looking for a home with CVHA.

Furthermore, this report was shared with officers from both North and South Lanarkshire Councils. As a result, the Panel is delighted to see that, in the last few months, the South Lanarkshire housing application form has been reviewed and significantly improved – we hope that some of our influence has rubbed off!

Tenants' Information Service (TIS) national event

Recently, two members of the Panel were delighted to work with Lesley Clarkson, CVHA's Customer Services Manager, delivering a workshop at this event. This was a great opportunity to share our aims and achievements and to meet with tenants and staff from Council and Housing Associations across Scotland.

Future projects

The next scrutiny project is already underway, which is an analysis of the Association's rent arrears policy and procedures. As you may be aware, rent money is the main source of income for the Association, so it follows that it is of vital importance that CVHA ensures rent is paid on time, but at the same time, working with and supporting tenants who may get into difficulty. The Panel is really looking forward to finding out more about how the process works at the moment and seeing if there are any improvements we can recommend.

We are always seeking to expand our membership and adding new people to the Panel. If you would like to find out more or get involved, please contact CVHA's office. We are keen to engage to engage our customers in ways that suit you and at times that suit you. Your ideas and views are welcome on how we work closely with you so that you can shape and influence our decision making. (number on back page).

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 07.00 am to 10.00 pm, 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.



Rent payment dates Financial year 2018-19

Period 1	19 March 2018
Period 2	16 April 2018
Period 3	14 May 2018
Period 4	11 June 2018
Period 5	09 July 2018
Period 6	06 August 2018
Period 7	03 September 2018
Period 8	01 October 2018
Period 9	29 October 2018
Period 10	26 November 2018
Period 11	24 December 2018
Period 12	21 January 2019
Period 13	18 February 2019

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.

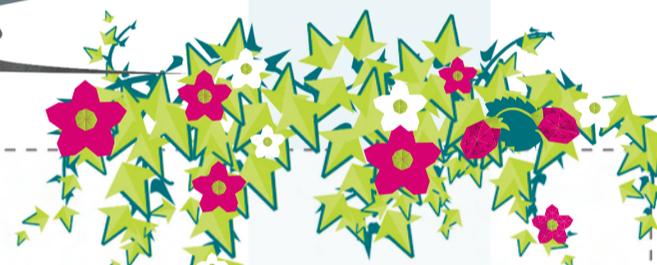
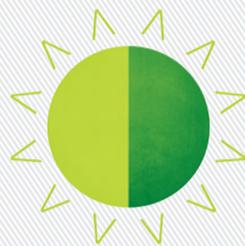
Other Formats

Please call **01698 268855** or e-mail **cvha@cvha.org.uk** if you would like to receive any of our information by e-mail or in another format such as a different language, large print, Braille or audio.

The Association is a member of Happy to Translate, an organisation that can provide help and information for any visitors/tenants with little or no English. They can provide interpreters to attend meetings at our premises or translation of our documents.

Useful info

Cut out and keep!



Contact numbers

General enquiries, rent payment, debt advice, housing issues	01698 268855
Income Maximisation Officers	01698 328266 01698 244694
Allpay	0844 557 8321 www.allpay.net

Emergency contact numbers

CVHA Repairs Freephone	0800 073 0703
CVHA Payment Line Freephone – NEW!	0800 158 3298
Scottish Gas – smell of gas	0800 111 999
Scottish Power – no electricity	0800 092 9290
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

Useful numbers

Anti-Social Behaviour

East Dunbartonshire Council (24 hours)	0300 123 4510
North Lanarkshire Council (24 hours)	0300 123 1382
South Lanarkshire Council	0303 123 1015
SLC Out-of-hours Noise Team	0800 389 1105

Cleansing Services

(refuse collection, wheelie bins, special uplifts)

East Dunbartonshire Council	0300 123 4510
North Lanarkshire Council	01698 302010
South Lanarkshire Council	0303 123 1020

Environmental Services

(pests, vermin, dog fouling, roads, etc)

East Dunbartonshire Council	0300 123 4510
North Lanarkshire Council	01698 403110
South Lanarkshire Council	0303 123 1015

Scotland's Domestic Abuse and Forced Marriage Helpline

0800 027 1234