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ISSUE 09 \ SUMMER 19

News from Clyde Valley Housing Association

CONNECT



Welcome to CONNECT

Issue 9, 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

Clyde Valley Housing Association is a growing business and this year and as one of the largest provider of new homes in Scotland, we will welcome over 350 new tenants. As we grow, it's even more important for us to keep focused on offering better and modern services to our customers and support the most vulnerable people that need our help.

During 2019 we will be very much thinking about the future at CVHA. We are in the last year of delivering our "2020 Vision" and are putting together our plans for the next 5 years. That's why it's so important to be engaging with our customers more than ever. Our Customer Panel is a key part of this. The Panel is not the only way you can get involved with us – through membership, as a Board Member, or by simply giving us feedback. We want to do as much as we can so that you can help shape our future. Our new Customer Services Director, Fin Smith (see page 20) will lead that work for us.

In our last edition of Connect we promised you'd see more about what we have done about our 2018 tenant survey. As well as what we've highlighted in this Summer Newsletter, I want to highlight the importance we place on home and neighbourhood.

In last year's survey we saw the following results:

- / Satisfaction with the standard when moving into your new home was 86% -down 11% from 3 years ago**
- / Satisfaction with the quality of your home was 84% -down 7% from 3 years' ago**
- / Satisfaction with CVHA's management of your neighbourhood was 82% -down 10% from 3 years ago**

We've been working to understand this better and you'll read about the new investment we're putting in this year and the more detailed repairs survey we did and what high quality means to you. During this year we will be planning to retender our day to day repairs service. We know 60% of our customers think this should be our biggest priority. If you want to get directly involved in the work to plan for our future repairs service please let us know.

Throughout this edition, you'll also see tips and "info points" on helping to improve your neighbourhood. CVHA has a responsibility to work with our partners and influence what happens in neighbourhoods but much of this is not our direct role and should not be - so it's also about helping you to understand and be honest about what we can and can't do for you.

I want to end again on a personal note. You'll see on page 21 our Christina. Over recent years she has brought you Connect and a whole lot more. She will be greatly missed and CVHA wishes her well for her retirement.

Tenant Satisfaction Survey 2018

3 yearly results

You may remember in our Winter edition of CONNECT we gave you the headline results from the largest tenants' satisfaction survey we have carried out in three years. We promised to give you more details of what you said and what we intend to do and invest in. In this newsletter we are doing just that.

Your opinions, reflected in the results, do influence our activities, so to help us to explore and further understand some of the results, we will be carrying out more surveys over the coming year.



Overall satisfaction



89% of you confirmed that you were satisfied with the services provided by CVHA, a great result for us, but that means that we can still do more to increase your overall satisfaction. We will begin by carrying out our future surveys in a different way, that will tell us specifically what you liked or didn't like about the last time you dealt with us. These are called "transactional surveys".

We want to better understand the feedback you were giving us about our Repairs service, so by implementing our new transactional survey method, after you have telephoned our office you will

receive an immediate call back from us to check:

- / how satisfied you were with the outcome of your call;
- / where there are any areas of dissatisfaction for investigation; and
- / where required, change our process and/or our service, provide staff training, etc.

As a direct result of these surveys, where we find a need for change or improvement, we will report this back to you through our newsletter.

Digital inclusion

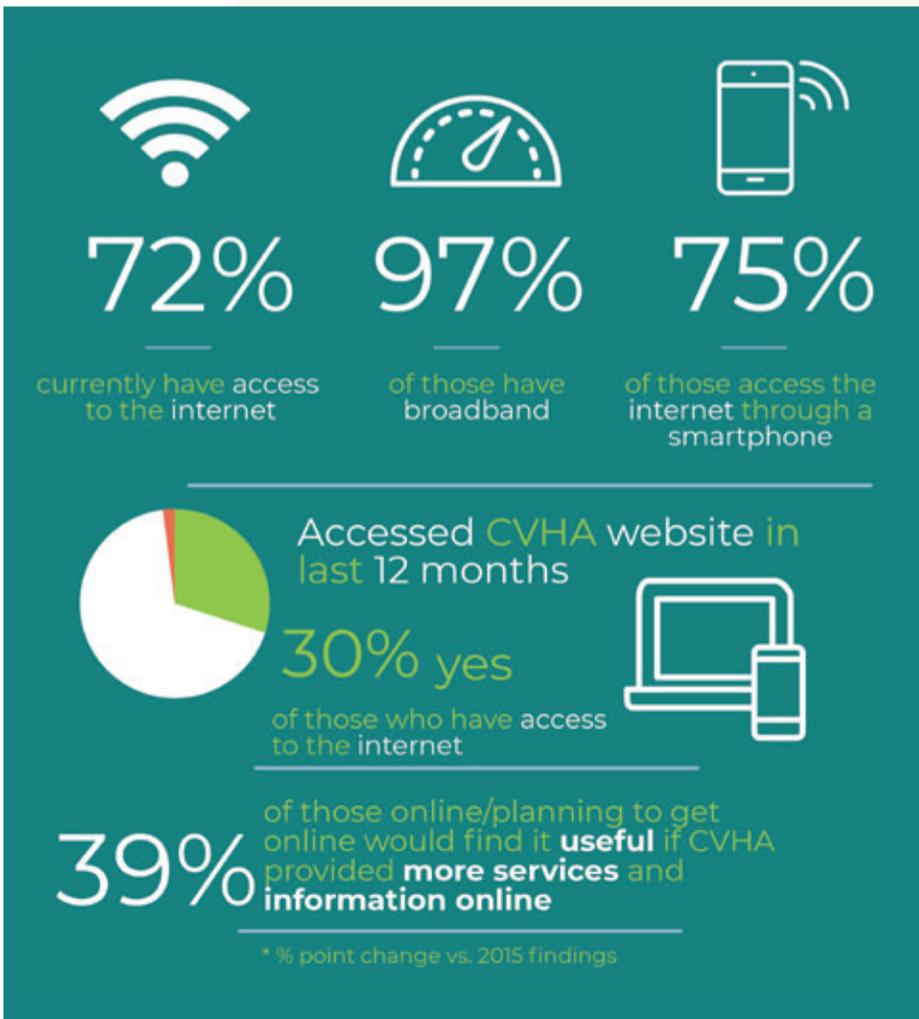
CVHA Website

39% of you with access to the internet have said you would find it useful if there were more services and information on our website so over the next year we are going to make it more interactive. Our Customer Panel will be scrutinising our Customer Service, which

includes our website and app, so they will give recommendations for further improvements. If this is an area you are interested in and would like to take part, please contact Lisa Hughes on **01698 328263** or lisa.hughes@cvha.org.uk.

Satisfaction with CVHA staff

Our staff and how they deal with you, our customers, ranks highly on our list of priorities, so we were very happy to see that overall 90% of you were satisfied with our staff. Digging deeper into the results we found that 97% of you agreed that you were treated fairly and with respect. Respect is one of our Values at CVHA and as our aim is to reach 100% customer satisfaction, we will continue to develop and support our teams.



Tenant Satisfaction Survey 2018

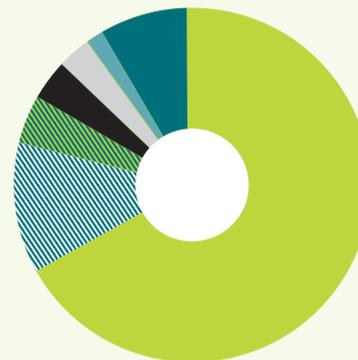
Digital inclusion (cont)

Barriers to Internet access

We asked customers who had no internet access what were the barriers that you faced. 76% of you said that it was due to lack of knowledge or skills. To help overcome this, CVHA has teamed up with Barclays Bank (our lender) to run their **Digital Wings*** project - they hold free workshops within

local communities that will give you the knowledge you need to get online. From the feedback you gave us we can see that the age group 55-74 (83%) has the greatest need for this type of project.

More information on how to join will follow – check out our website for updates.



● Lack of knowledge or skills, confidence	76%
▨ Equipment costs are too high	14%
● Access costs are too high (broadband subscriptions etc.)	5%
● Physical or sensorial disability	4%
● Privacy or security concerns	3%
● Broadband Internet is not available in our area	2%
● Other	9%

* Digital Wings

In 2019 we will be focusing on how we can help our customers improve their digital skills.

Do you know?

- / 11% of adults have never used the internet.
- / One in five adults do not have essential digital skills.
- / Digital exclusion exacerbates other forms of exclusion and leads to people being doubly disadvantaged.

- / 90% of jobs require essential digital skills.
- / People are required to access 'digital first' public services particularly for work and benefits.
- / Access to the internet helps to make average net savings of £200 per year.
- / 50% of individuals that don't have skills want to acquire them.

In 2019 at CVHA we will be focusing on how we can help our customers improve their digital skills and will be encouraging our customers to work with our partners at Barclays' Bank, Digital Wings.

Here is what they can offer:

- / Get the skills you need for the digital age. 72% of our CVHA customers are already online.
- / Open to everyone – you don't have to bank with them.
- / Learn in a time that suits you with bite-size modules.

Digital Wings
Created by BARCLAYS

digital.wings.uk.barclays/for-everyone

Want to get involved



We are keen to have our customers get involved in a dialogue about our service to them. The most effective way of doing this is through our Customer Panel.

Totally independent of the Association, it is made up of people who are our customers, who give up their time to help improve the everyday operation of CVHA. They scrutinise, analyse and recommend where we can make improvements. The Panel findings are presented to the CVHA Board and committees, where they are discussed, approved and implemented.

One of the Customer Panel members, Sharon Kerrigan, shared her reasons for wanting to get involved.

Contact Lisa Hughes for information on how you can join on **01698 328263** or email lisa.hughes@cvha.org.uk.

"I joined the Panel back in 2015 because I had a strong interest in housing issues, due to working with people trying to find a home and wanting to have a safe roof over their heads. I found that other members had come to the Panel through different routes, e.g. homelessness or finding themselves in difficult housing circumstances, so sparking their curiosity.

I would say that the work of the Panel and its recommendations are extremely effective in helping the Association focus on areas where improvements are required, and creating better service for customers.

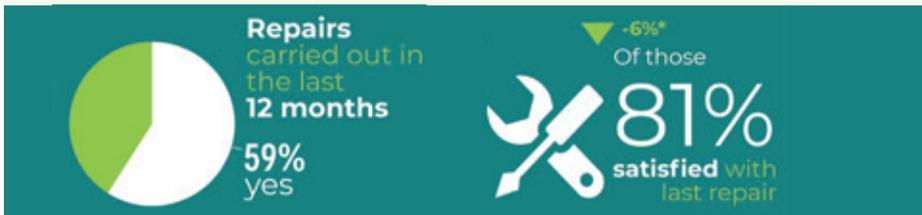
I not only feel valued for my contribution, but I have also benefitted through membership. It's an education and I have learned so much – I would definitely recommend it to others".



Sharon Kerrigan

Tenant Satisfaction Survey 2018

Repairs



Not surprisingly, Repairs and Maintenance and Customer Satisfaction are some of the key drivers for the Association's customers. We carried out 500 extra surveys following the 3-year survey as its results prompted us to investigate some of your responses further.

500 extra surveys

Through BMG Research, we spoke to 500 customers to gain a sense of their perceptions of our staff and contractors' performance and to gauge how we are doing and where we can improve performance.

The benefit of this research is that we will be able to analyse in greater detail customers' comments on some key subgroups, such as by contractor, by trade, etc., so that what we learn will help us improve service delivery for our customers.

Subgroup results are shown below and illustrate clearly the difference in satisfaction levels between each.

Percentage of customers satisfied with the:

last repair that they received	88%
service received from CVHA staff	97%
professionalism of the contractor who carried out the repairs	93%
overall quality of the work carried out by our contractors	90%
being kept informed throughout the repairs process	86%
time taken to carry out the repair	91%

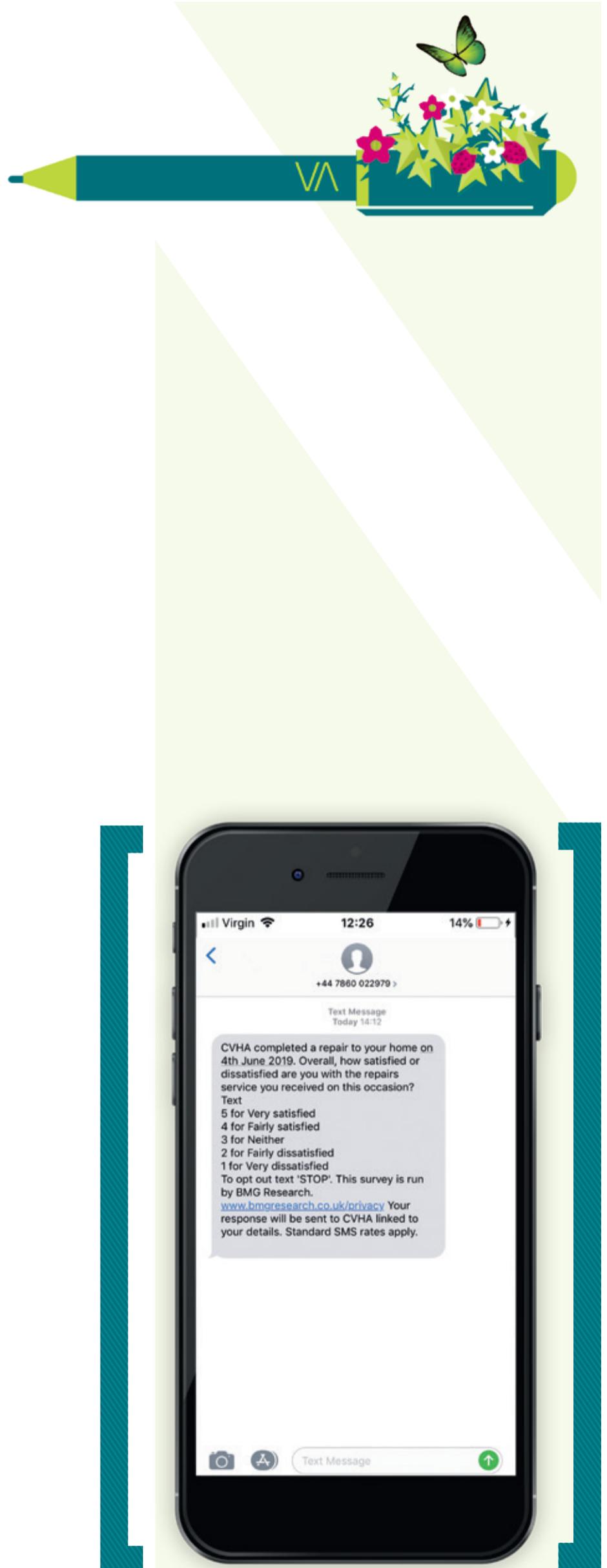
Pilot SMS text messaging service

We will be introducing a pilot SMS text messaging service in early June, which will help us assess how satisfied customers are for gas servicing, appointments and repairs calls.

The message will appear like the image to the right.

To help you recognise our texts, please save the number shown on the text image to your phone.

We would ask you to reply to the message by rating our service – it will really help us consider your responses and then improve our service.

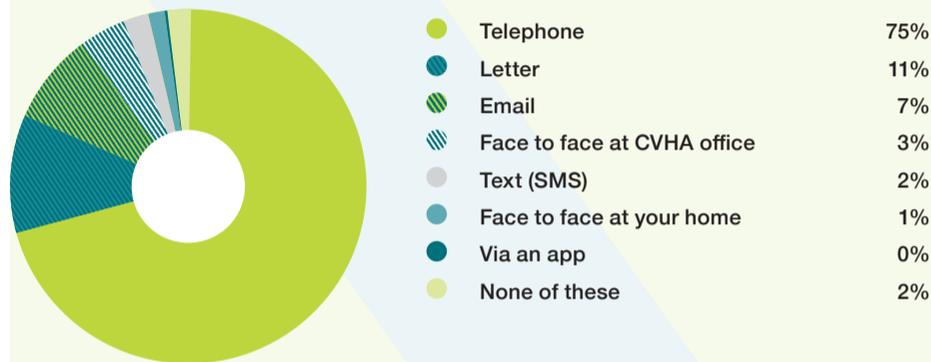


Tenant Satisfaction Survey 2018



Communication

75% of you told us that you preferred speak to us on the telephone. To ensure that this is the best experience for you, we have held tailored training sessions for the staff dealing with your enquiries.



Going forward – Annual Pulse Survey

The 3-yearly Tenant Satisfaction Survey has yielded a great deal of information that is enabling us to put in place improvements to all of our services. However, although we still contact customers regularly, we don't want to wait three years for the next large survey.

So, to keep your feedback to us as current as possible, we are introducing Annual Pulse Surveys. A sample number of customers, around 500, will be asked to participate in a short face-to-face survey, and their comments used to address areas for improvement. 500 participants is a big enough number to give us a good sense of whether or not we are getting it right and really listening and acting upon what you've told us.

These surveys will start this month (June), carried out again by BMG Research.

The outcomes from pulse surveys and transactional surveys will supplement the information we already have from you and ensure that we improve and design services to suit you and in 'real time'.

All participants will be entered into a free draw to win an iPad mini.

Difficulty in paying household bills

There were particular locations where people said they were having difficulty in paying household bills.

Our partners, Barclays Bank, have their Lifeskills project, which can help people take practical steps to employment and also help with money and budgeting. We will use the survey information that we gather to target the areas that would benefit most from this project.



**Tenant
Satisfaction
Survey 2018**

Compliments – have we done well?

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 assuming 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.



Employment opportunity

Our Research Partner, BMG, is opening an office in Bellshill, and as such, is bringing employment opportunities that may interest our customers.

Call Centre Research Interviewer (Bellshill, Scotland)

**Salary - £17,000 per annum +
Performance related bonus**

BMG Research is one of the leading independent research agencies in the country. Our clients include central and local government departments, government agencies, housing associations, police forces, health sector and utilities companies to name a few. We are currently expanding with a new call centre located in Bellshill, Scotland. It's an exciting time to work for BMG, are you ready to be part of it?

Summary of role

The successful candidate will be part of a team of call centre interviewers in our new Scottish offices. Working with the Call Centre management team you will help ensure projects are delivered on time and to the high standards that BMG are recognised for.

So if you fit the description below, and would like to apply, check out the link to BMG's website to find out more.

- Confident and enjoy talking to people.
- Can deliver information clearly and is a good listener.
- Thrive on delivering a great customer experience.
- Understand the importance of recording information correctly and accurately.
- Want to be part of a successful team that gets rewarded for their efforts.
- Would relish the opportunity to be part of this new Scottish venture.

Please send an up to date CV to:
recruitment@bmgresearch.co.uk
or visit **www.bmgresearch.co.uk**
for further information about the company.

Please note only successful applicants will be contacted.



02

The Princess Royal opens CVHA's award winning Carnegie Library development



(left-right) CVHA Investment Director John Turnbull, Chairperson Allan Murray and Matthew Holloway from Mast Architects



A new chapter has started for Coatbridge's historic Carnegie Library after a £2.5 million transformation into 12 social housing flats.

The project to bring the 114-year old, former derelict building back into use again was driven by Clyde Valley Housing Association and was officially unveiled by The Princess Royal, on March 06, 2019.

The library, which opened in 1905 thanks to a £15,000 donation by Andrew Carnegie, has lain empty since 2010. After various feasibility studies North Lanarkshire Council decided conversion to social housing was the only viable option to secure the building's future, and it was transferred over to CVHA.

The Association manages 4,000 homes across North and South Lanarkshire and East Dunbartonshire. Chairperson Allan Murray said:

'This category B listed building occupies a prominent place within the centre of Coatbridge and I'm delighted we have been able to work with partners to bring it back into productive use and provide some much needed social housing in this part of the town. The library is an important part of the architectural, social and cultural heritage of Coatbridge and helping to preserve it while adding to the number of high quality homes for rent in the town is a great result.'

The project is part of Clyde Valley's commitment to build 700 new homes in North and South Lanarkshire and East Dunbartonshire by 2021.

Funding for the redevelopment was provided by Clyde Valley, Scottish Government, North Lanarkshire Council and Historic Environment Scotland.

Work to complete the transformation has included the demolition of part of the rear of the building and new landscaping, the addition of new access decks, stair towers and floors to accommodate the new flats.

The project won a Scottish Award for Quality in Planning last year for architectural innovation and was a runner-up with a commendation in the Homes for Scotland Awards 2019 in the Affordable Housing category. All 12 properties have now been let to tenants.

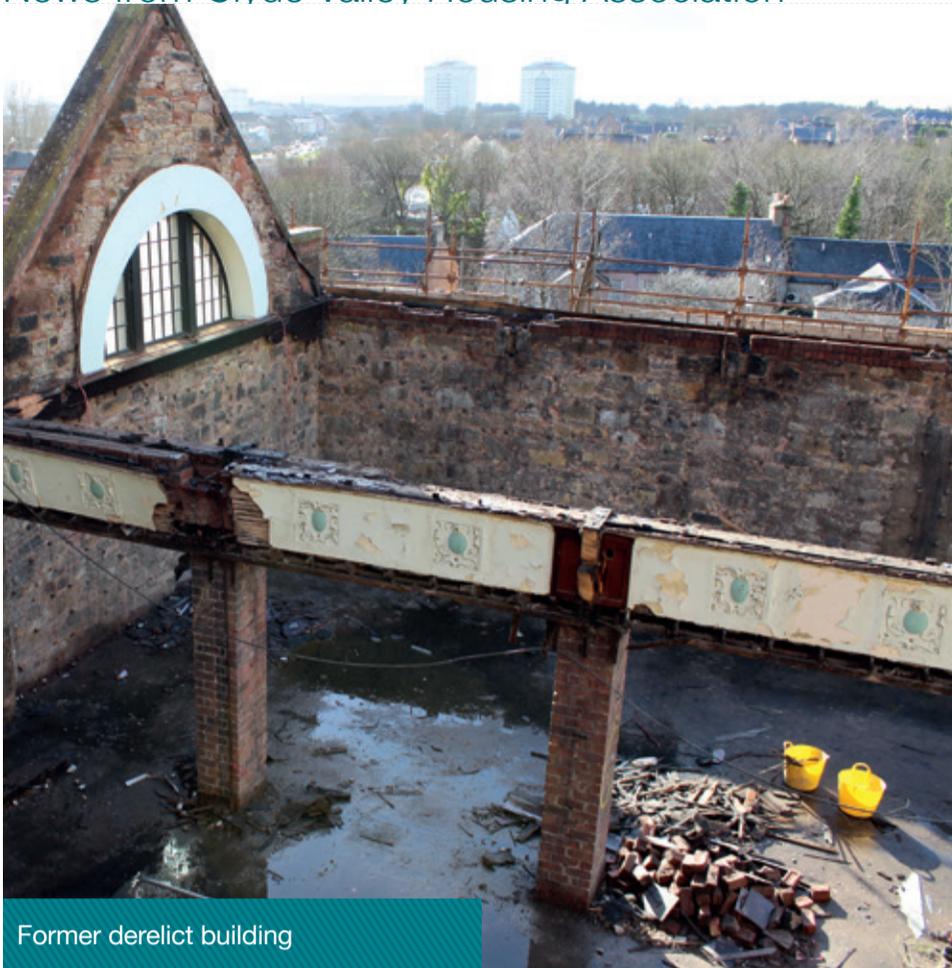
The Princess Royal's visit completed the story of Coatbridge library's transformation as she carried out the official opening of the converted historic building.

Her Royal Highness unveiled a commemorative plaque, hearing how the former library was converted in a two-year project, meeting tenants in their homes and received flowers from seven-year-old Carnbroe Primary school pupil, Jessica Walker.

Unveiling the plaque, the royal guest told dozens of assembled guests representing contractors Project Management & Construction, Mast Architects, CVHA and North Lanarkshire Council, *"Buildings like this are such an important part of the community. To find another use is challenging and you've found a very good way of doing that which is very different and will be very valuable. I hope you all feel you achieved what you set out to achieve."*

The Princess Royal saw inside the new homes, visiting tenants Jennifer Scanlan and Ellen Adam in their flats.

Jennifer said, *"She was very nice and really easy to speak to; I had been a bit nervous but she was very friendly and it was nice to talk with her. I showed her round and she was really interested to see the house and was asking if I was originally from Coatbridge – and she even met my wee dog, Gracie!"*



Former derelict building



Completed renovation



Jennifer Scanlan (right) shows The Princess Royal round her new home accompanied by CVHA Chief Executive Lynn Wassell



Tenant Ellen Adam welcomes The Princess Royal to her home

When asked how she had settled in to her new home, she said, *“It’s amazing – throughout my life I have had a connection with this building - my grandparents took me here and I visited when I was at school; it has such memories”*.

Neighbour Ellen, who became one of the library’s first residents when she moved in five months ago, said, *“Princess Anne commented on the great views and we spoke about what we looked out at. She asked if I like living here and commented on the really high ceilings from the old library; she was lovely and very easy to talk to”*.

The tenants have already started to build a community within the building. Ellen, who has created a residents’ library in the foyer area in a nod to their homes’ heritage, said, *“As neighbours we’re starting to get to know each other, and it’s a beautiful building”*.

Princess Anne spent time speaking to each group of guests before a speech from Mr Murray, who said, *“The Carnegie library is a project we’re particularly proud to have been involved in.*

Andrew Carnegie was born into very humble circumstances and went on to become one of the world’s richest men. He donated libraries for the education of others and came here in 1906 to personally open this one in Coatbridge.

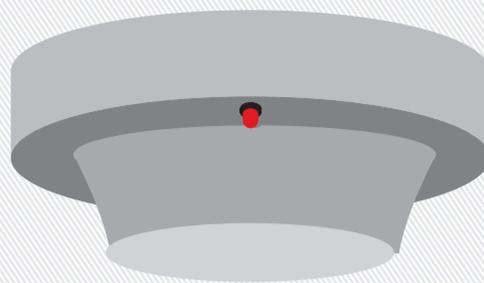
We hope he would be pleased to see this renovation and its purpose of social housing – it means the building will be used for well over another 100 years”.



It has proved to be a very memorable occasion for Jessica, who subsequently appeared in some media photographs with the Princess Royal, and has asked her mum, “Am I famous now, mummy?” Presenting the royal visitor with flowers has obviously had a big impression on Jessica, who was also very much the centre of attention at school and Brownies!

Keep you and your loved ones safe from fire - get your free home fire safety visit from the **Scottish Fire and Rescue Service**.

They will help you sort out a fire escape plan and provide information about smoke, heat and carbon monoxide alarms.



Smoke and heat alarms

New fire safety legislation was introduced in Scotland on 01 February 2019, extending the already high standard of protection from fire and carbon monoxide.

Following the fire at Grenfell Tower, a Ministerial working group on building and fire safety was established to review Scotland's building and fire safety. As part of this work, the working group agreed that consultation on fire and smoke alarm standards should be prioritised.

The outcome is that there will be an increase in the provision of smoke and heat detection in properties belonging to Registered Social Landlords (RSLs). Because of this, CVHA is currently upgrading existing smoke alarm installations to comply with the new legislation, ensuring that all our homes will have the highest level of protection from smoke and fire.

After we have carried out the upgrade, your home will have:

- / **At least one smoke alarm installed in the room most frequently used for general daytime living purposes (which would generally be the lounge).**
- / **At least one smoke alarm in every circulation space on each storey, such as hallways and landings.**
- / **At least one heat alarm installed in every kitchen.**

All alarms will be ceiling mounted and interlinked. There is also a requirement for carbon monoxide detectors to be fitted where there is a carbon-fuelled appliance, such as boilers, fires (including open fires), heaters and stoves or a flue.

Not all of our homes will require the upgrade, as some of our existing housing stock has had this work done, so already meet the standard. Work to upgrade remaining properties is planned for completion by December 2020.

In a shared property such as a block of flats, there is no requirement for different properties to be linked to each other.

Scottish Fire and Rescue Service are happy to provide Home Fire Safety Visits to any home across Scotland. As part of the visit, staff can provide fire safety advice and guidance on what to do in an emergency.

To organise a Home Safety visit, contact the Scottish Fire and Rescue service by any of the means below.

1



Complete an online form

2



Call 0800 0731 999

3



Text "FIRE" to 80800 from your mobile phone



How we have/will invest in our homes

The Association has a busy programme of investment in new homes and maintenance of our existing stock where we aim to exceed, not just meet, regulatory standards.



03

Following on from an investment of over £2.8m in our stock in financial year 2018/2019, there will be a further £3m spent between April 2019 and March 2020. This spend will be focused on two main areas.

The first is continuing our programme of ensuring that as many properties as possible meet the Energy Efficiency Standard for Social Housing (EESH) by December 2020. EESH is a standard that has been set by the Scottish Government, which aims to improve the energy efficiency of social housing in Scotland. It will help to reduce energy consumption, fuel poverty and the emission of greenhouse gases.

The assessment of deciding if a property passes the EESH standard is determined by the classification through the Energy property certificate, and the EPC document also highlights what improvement works could be delivered to achieve a higher rating. Over the past few years we have undertaken a variety of works to meet this standard across our stock.

These have included:

- / the introduction of air source heat pumps in Douglas;
- / installing internal and external wall insulation;
- / inserting cavity wall insulation; and
- / topping up loft insulation.

The second large area of investment relates to our component upgrade programme. To assess what needs done and where, we have had independent surveyors carry out a Stock Condition Survey.

The results of the survey mean that this year we will focus on a continuance of:

- / boiler renewals;
- / kitchen replacement and electrical rewiring programmes; and
- / re-roofing.

A third area of cyclical works, a constant in our investment programme, is ongoing gutter cleaning and cyclical painting works in all of our areas.

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.

Our programme of house building continues. Also, supplemental to this investment, major improvement projects are progressing. Current projects and future plans are shown on the following pages.

Round the houses



Here's a breakdown of our extensive building programme bringing further sustainable social housing to the areas we cover....

Airdrie

New homes

/ Millgate Crescent, Caldercruix

A total of 16 properties – 13 flats and 3 houses are in the final stages of the build.



Millgate Crescent, Caldercruix

Carluke

New Homes

/ Stanistone Road

49 homes – 34 flats and 15 houses – were recently completed and allocated.



Stanistone Road, Carluke

Coatbridge

New homes

/ Craigend Drive

Development of 8 flats and 6 houses has just started, with an expected completion date of the end of this year.

/ Wilton Street

Build of 6 flats has just started.

Cumbernauld

New homes

/ Mossgiel Road

This site of 18 flats has just got underway and is due for completion at the end of this year.

Looking after those precious pooches!

Info point

A growing number of households now have a four-legged member of the family – a dog! In return for the unconditional love dogs give their owners, owners have to play their part in looking after their pets. That means the not-so-nice things like picking up poo and making sure their dog doesn't bark continuously, disturbing the neighbours. It is easy to maintain the harmony of the neighbourhood by following the tips below.

/ **No-one wants to tramp through dirt that a dog owner has neglected to lift and dispose of.** Simply carrying dog fouling bags when you are out walking makes it easy to get rid of it immediately – you can get these free from local libraries and council offices. It also helps if you take your dog on regular walks to areas where it can relieve itself. Your garden should not be used as a doggy toilet, except in an emergency and not on a regular basis.

/ **Similarly, in fairness to your neighbours, don't allow your dog to bark non-stop.**

It can be very frustrating for people near you to tolerate. If the dog belongs to a neighbour and the owner is out, you should contact the local authority dog warden for advice. If the dog barks consistently for more than 15 minutes, it may be that it is in distress. Please contact the **SSPCA** on **03000 999 999**. If the noise nuisance occurs late at night please report to:-

South Lanarkshire Council 0800 242 024
North Lanarkshire Council 0300 123 1382
East Dunbartonshire Council 0300 123 4510

Both of these actions are not only easy to do but are effective in eliminating behaviour that is a source of complaint for others - and keeps everyone happy!

The Dog Fouling (Scotland) Act states that it is an offence not to clean up after your dog. The Dog Warden/Community Wardens can issue a fixed penalty, which could increase if not paid within 28 days. You can also be reported to Procurator Fiscal and may be fined if convicted. If you witness a person failing to pick up their dog's mess, please report this online to the local council.

East Kilbride

New homes

/ Mavor Avenue, Phase 3

A total of 43 homes – 27 flats and 16 houses – are halfway through the build, expected completion date of March 2020.



Mavor Avenue, East Kilbride

Hamilton

New homes

/ Carlisle Road, Ferniegair

27 flats for social rent is just on site and at ground work stage.

Kilsyth

New homes

/ Main Street

Half way through the build, these 9 flats will be allocated towards the end of the summer.

/ Register Road

This site of 19 flats and 6 houses is at early stages of the build, with an expected completion date of the end of this year.

Kirkintilloch

New homes

/ High Street

Almost complete, this development has 41 flats. 22 will be for social rent, 19 for mid-market rent.



High Street, Kirkintilloch



Main Street, Kilsyth

Info point

Pest control

Summer always brings a resurgence in the number of calls we receive concerning pests such as ants or other insects, and more seriously, rats.

If there are open or damaged areas of the building you live in 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, such as rats, the local authority environmental health departments will attend, but all councils in CVHA's areas will charge you a fee to carry out an inspection. (See back page for council contact numbers).

However, if you are dealing with ants or wasps (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.

Special uplifts

North Lanarkshire Council

From 01 April 2019 North Lanarkshire Council (NLC) no longer provides a free uplift service.

/ There is now a £25 charge for up to 10 household items or 20 bags of rubbish. Examples of household items include sofas, armchairs, bed base, laminate flooring, fridges or other electrical items.

/ Larger uplifts are subject to a charge of £100.

/ Special uplift - please telephone NLC on **01698 403110** or apply on-line.

South Lanarkshire Council

South Lanarkshire Council (SLC) provide one free uplift per year April 2019 – March 2020.

/ Additional uplifts cost £30.90 each.

/ Special uplift - please telephone SLC on **0303 123 1015** or apply on-line.

East Dunbartonshire Council

/ East Dunbartonshire Council (EDC) charges start at £23.29 for an uplift of standard items.

/ Special uplift - please telephone EDC on **0300 123 4510** or apply on-line.

/ Reusable items can be donated to charities please telephone the Zero Waste Scotland helpline on **0800 0665 820**. Give them a call to see if your item can be re-used.

Larkhall

New homes

/ Former Daks factory location

This site of 48 properties, comprising of 12 flats and 36 houses, is almost complete and allocations started.

/ Glengowan Primary School site

34 flats, due for completion by the end of this year, will have allocations started in early Autumn.



Daks location, Larkhall



Glengowan Site, Larkhall

Telephone options

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. We are always looking at ways to enhance our communication with you, so to aid you in getting through to the right member of staff quickly, our telephone options have been revised.

Here are the 'Option Numbers' to get you through on our main number,

01698 268855.

They are:

- #1 Make a rent or factoring payment
- #2 CVHA tenants or to speak about an application
- #3 Owners
- #4 Any other enquiry
- #5 Repeat the above options

Report a repair – we have a dedicated Freephone number for all repairs – 0800 073 0703.

Motherwell

New homes

/ Frood Street

Near completion, 10 flats and 30 houses are currently being allocated to the new tenants.



Frood Street, Motherwell

Help us to help you

Info
point

In many previous issues of Connect we have raised the problem of anti-social behaviour and what you can do about it. CVHA operates a zero tolerance approach to anti-social behaviour.

If you are experiencing anti-social behaviour it is important that you report the problem, both at the time to the local authority's Anti-social Behaviour Team and to your CVHA Housing Officer.

Reporting it at the time to the local authority or Police will enable us to pursue action against those responsible. Having a third party report gives you, and CVHA, evidence of the incident.

It is important to note that CVHA can only take action when the complaint concerns one of our own tenants. If your anti-social complaint is about an owner, private tenant or council tenant, then this should be reported directly to the local authority Anti-social Behaviour Team.

All complaints will be treated in confidence.

Listed below are numbers to call at the time of the incident, if these agencies witness the problem and/or take action we can then obtain reports to support an anti-social behaviour case.

/ Police Scotland 101 (non-emergency) 999 (emergency)
/ Crimestoppers 0800 555 111

Out of Hours noise teams

/ South Lanarkshire Council 0800 24 20 24
/ North Lanarkshire Council 0300 123 1382
/ East Dunbartonshire Council 0300 123 5410

Queenzieburn

New homes

/ Beacon Inn

16 flats are near completion and currently being allocated to new tenants.



Beacon Inn, Queenzieburn

Looking forward...

CVHA has acquired the following sites for its pipeline programme. Plans for these sites have not been finalised yet, updated information will be shown in future issues of our newsletter and on our website.

/ North Lanarkshire area

Mill Loan, Airdrie
Hamilton Road, Bellshill
449 Main Street, Bellshill
Airdrie Road, Condorrat
Holytown Road, Holytown
Parkfoot Street, Kilsyth
Newarthill Road, Newarthill
Overtown Primary,
Overtown
Old Edinburgh Road,
Viewpark

/ South Lanarkshire area

Bothwell Road, Hamilton
Low Waters Road, Hamilton
Gallowhill Road, Lanark

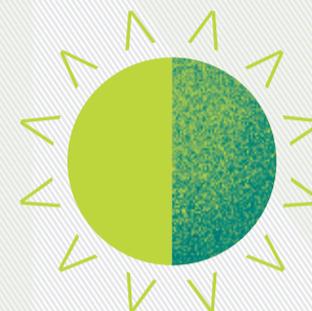
/ East Dunbartonshire area

High Street, Kirkintilloch,
Phase 3

**Please call us or
check our website
for more information.**



The summer months are upon us so it is time to get the lawnmower and gardening tools out. Tidy gardens keep our estates looking good and are much more pleasurable to live in.



Gardening time again

Getting rid of rubbish also helps, by complying with local arrangements for waste collection and putting the correct bins out each week.

Much of our garden waste can be recycled – if you are not sure of what, please contact our office or visit the council webpage for details. It is important to note that plastic bags cannot be recycled.

They should be placed in grey/black general waste bins only.

Remember NO PLASTIC BAGS IN RECYCLE BINS.

If you are unable to take your bins out for collection, you may be able to apply for a bin pull-out service. Further details can be provided by contacting your local council.





Did you know?

You have an allocated Rent Officer that you can speak to and who can work out an affordable and reasonable re-payment plan with you if you are experiencing difficulty in paying your rent.

To do this, they can arrange an office appointment, or if you are unable to call at the office, a home visit.

Rent Officers are part of a dedicated Revenue Team. If you are experiencing difficulty, your Rent Officer will work through an Income and Expenditure assessment with you to help agree a re-payment arrangement with you to deal with your rent debt.

We also have two Income Maximisation Officers (IMOs) in the team. Your Rent Officer can refer you to them. The IMOs will check that you are receiving the Benefits you are due and/or help you claim for Benefits you may be entitled to.

You may also be entitled to other help. We can signpost you to Money Advice services, food banks, help with school lunches, the Scottish Welfare Fund and Citizens Advice Bureaux (CABs).

At CVHA we will do everything we can to help our customers deal with rent debt. However, if you don't engage with us and the debt continues to increase, sadly, we may need to take legal action.

We endeavour to avoid this, but if legal action is being considered, you will receive a Notice of Proceedings, which means we are starting legal proceedings if you do not deal with rent arrears. This will be issued to the tenant and everyone in the household over the age of 16 years.

Remember, it is never too late to ask for help. The most important thing you can do is deal with the issue and ask for help. At CVHA, our job is to help you sustain your tenancy, ensuring you keep your home, and help you through a difficult patch. We will do this by offering supportive, clear and confidential advice.

Pay your rent on the new Payment line!

Freephone 0800 158 3298

Did you know you can pay your rent or factoring account quickly and easily on our new Freephone payment line?

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.



Have you downloaded the CVG App - our App can be downloaded to your phone or tablet. There you can report a repair, view your account and click through to make payment. For this you will need your unique reference

number – which will keep your account secure – to get it, contact your Housing Officer or email us.

If you need help and support, please call our dedicated Revenue and Income Advice Team. We will be happy to help.



Rent payment dates Financial year 2019-20

Period 1	18 March 2019
Period 2	15 April 2019
Period 3	13 May 2019
Period 4	10 June 2019
Period 5	08 July 2019
Period 6	05 August 2019
Period 7	02 September 2019
Period 8	30 September 2019
Period 9	28 October 2019
Period 10	25 November 2019
Period 11	23 December 2019
Period 12	20 January 2020
Period 13	17 February 2020

The CVHA Customer Panel continues to support the work of the business by carrying out their own investigations into our processes and providing us with useful feedback on their findings.



In April the Customer Panel said farewell to one of our longest standing members, Sheena McVicar.

Sheena has been a key member of the Customer Panel for many years, bringing her knowledge and keen insight into the needs of our customers to the work of the group. Her participation and contribution will be missed, however we wish her well in her new home. *Thanks, Sheena!*

Customer Panel

They recently submitted a Scrutiny Report on rent arrears, presenting it to our Board last December, and finally was approved by our Audit and Risk Committee in March. This report can be viewed on our website at cvha.co.uk/services/join-our-customer-panel/

Because of the Scrutiny Report's recommendations, these outcomes have been put in place:

CVHA's new Tenant Information Pack has been revised to include information on:

/ Paying your rent, which focuses on the rent payments, how rent can be paid, etc.

/ Rent arrears, which informs tenants of:

- who to contact when a payment is missed;
- how our arrears recovery procedure operates;
- the risk of losing their tenancy through having rent arrears; and
- support available to tenants, such as CVHA's Income Maximisation Officers and Citizens Advice Bureaux.

If you have a look on the CVHA website, we have made some updates to action the recommendations from the report.

Go to cvha.co.uk/services/ and click on the 'Services' drop-down menu at the top of the page. There you can access:

- / Rent Debt** – help and advice
- / Universal Credit** – information and updates
- / Income Maximisation** – useful links to other agencies

The Scrutiny Report recommendation list above indicates that we should be better at telling customers what they should expect and how our whole rent process operates. In addition to having this information on our website (see above) a guide to rent is shown on the opposite page.

If you are keen to join our panel and would like find out what's happening inside CVHA, please contact Corporate Services Officer, Lisa, Lisa.Hughes@cvha.org.uk for more information. We want to engage our customers in ways and at times that suit you.

The main purpose of our Customer Panel is to:

- / act as a "critical friend";
- / act as a voice for customers;
- / hold Clyde Valley to account;
- / focus and influence on improving services; and
- / focus on service quality, performance and value for money.

Your ideas and views on how we can work closely with you, and so that you can shape and influence our decision-making, are always welcome.

Are your tenancy records up to date?

The Housing (Scotland) Act 2014 introduced new criteria which must be met prior to an application being made for the following:

- / Joint tenancy**
- / Assignment**
- / Succession**

From 1 November 2019, if you apply for any of the above, the person applying to become a tenant must have been living in the house as their only or principal home for at least 12 months before the date of your written request.

If you need to make a change to your household, please notify us and we will send you a change in household form to complete. Please note that the household details will only be updated when written confirmation is received in our office.



Update

05

What's happening at CVHA?

Over the last six months we have seen some changes for CVHA staff. Here is a rundown.



New staff member

Fin Smith Customer Services Director

Fin Smith has joined CVHA as Customer Services Director, responsible for leading housing and factoring service teams. Fin worked as Head of Business Services for Cairn Housing Association for the last six years and took up his new position in early June.

Lynn Wassell, Chief Executive at CVHA said, *"We are extremely pleased to welcome Fin. He is clearly passionate about making a difference for each and every customer and driving excellence. Fin will also play a key role in shaping our new Corporate Strategy beyond 2020"*.



Fin Smith



CVHA's Asset Management Manager, Mark Quigley, was recently married in the Trades' Hall in Glasgow. Congratulations to Mark and Stephanie from everyone at Clyde Valley Group.



Jamie, Graham and Craig

CVHA Apprentices – training for the future

Our current intake of apprentices is well and truly into their year of learning and experience with CVHA.

Craig Crossan, 20, Jamie Wilkinson, 19, and Graham Harper, 20, are apprentices who will be with us until December of this year. They are working towards an SVQ in Digital Applications Support through on-the-job training, submission of assignments for each module and external training.

Each of them has approached their apprenticeship with great enthusiasm and have settled well with the rest of the staff. Here the boys share their thoughts on working at CVHA.

Craig said, *“I can earn and learn at the same time, whilst getting used to the working environment and gaining experience.”*

“The role at CVG is varied, as I work between the Corporate and Repairs departments, giving me a broad overview of housing. This experience will stand me in good stead for the job market, alongside my qualification.”

After the apprenticeship, I plan on using the experience gained at CVG to gain a full-time job.”

Jamie said, *“The benefit of my apprenticeship is being able to work towards a qualification whilst getting work experience at the same time. I have also worked within different departments, allowing me to get an overview and see how they operate.”*

After my apprenticeship, I plan on using my qualification to get a job within the housing sector.”

Graham echoed the comments of his fellow apprentices, saying, *“I have picked up so much knowledge since I joined and have learned so much about housing through my work in Corporate Services and the Repairs departments. It is great to be paid to learn.”*

I have also gained so much confidence so am able to converse with customers, all of the staff and work on my own. Hopefully I will get a job in housing when my apprenticeship comes to an end”.

Look out for an update on the boys’ progress in the next issue of Connect.

Departures

Saying ‘Goodbye’...



Christina MacCallum

**Christina MacCallum
Corporate Services
Officer**

Christina has worked at Clyde Valley for over thirteen years in our Corporate Services Department in Communications. Her role is to keep communication at the heart of CVHA, and is responsible for our Newsletters and Value for Money Statement, and looking after our social media accounts.

Christina works with all departments in Clyde Valley, helping support them communicate with our customers and ensuring all our print work and media is current and relevant.

We wish Christina a long and happy retirement with her husband Malcolm and hope she gets to travel and tick off all the items on her to do/see list.

Giving something back

CVHA staff continue to hold events to support our chosen charity, Lanarkshire Cancer Care Trust.

Keeping fit and healthy – body and mind



Annual Health Walk



SSPCA Tartan Tea Party



Coffee and Cake morning

/ Healthy Working Lives

We retained our Bronze Award and are now working towards a Silver, with the ultimate aim of gaining a Gold Award.

/ Feed a family of 4 for under £5 recipes

Staff members held a healthy lunch event, providing cooked dishes to colleagues for a charity donation. It all went down very well and recipes were made available. There was also a 'Soup' lunch – see opposite for a recipe that you can try yourself.

/ Mindfulness sessions

Several staff members attended a five-week course after work, A Practical Guide to a Mindful Life. Feedback has been very positive.

/ Dementia Awareness Week

Staff had the opportunity to attend interactive and informative training courses that gave them an understanding of how to interact with people who have dementia.

/ Other charitable events

SSPCA Tartan Tea Party in January raised £165 for the SSPCA followed by a Coffee and Cake morning in February to raise funds for Lanarkshire Cancer care Trust.

Our Annual Health Walk round Strathclyde Park took place last Thursday. Walkers completed the circuit, managing to dodge the showers on a blustery afternoon.

Potato and Red Chilli Soup

Ingredients

- / 1 tablespoon olive oil.
- / 1 onion, chopped.
- / 2 to 3 cloves garlic, chopped (or to taste).
- / 1 small red chilli, seeded and chopped.
- / 900ml vegetable stock.
- / 3 medium sweet potatoes, peeled and cubed.
- / salt and black pepper, to taste.



Method

In a saucepan over a medium heat, warm the oil before adding the onion, garlic and red chilli. Cook and stir until soft and fragrant, about 4 minutes.

1. Once you have softened the onion and garlic, add the stock and sweet potatoes.
2. Bring to the boil, and then simmer on a medium heat for 10 to 15 minutes until the sweet potato is tender.
3. When the sweet potato is tender, use a hand blender (or a normal blender) to puree the soup.

Life-saving defibrillator training for CVHA staff



A number of our team undertook vital training on the use of a defibrillator and how to do CPR.

The trainer, George Wylie from First Aid Focus, delivered the coaching sessions as part of our Health and Safety training requirements.

Staff found it to be interesting and informative as they were advised of ways to get a rapid response in an emergency, both at work and personally.

There is a Public Access Defibrillator (PAD) which is registered with the Scottish Ambulance Service sited in our offices at Scott Street and One Wellwynd.

Enthusiastic role play featured when engaging in mock-up situations, in the hands-on use of the defibrillator and administering compressions. Most of the participants enjoyed learning a new skill that is a potential life-saver.



Walk all over Cancer 2019

CVHA staff participated in the annual 'Walk All Over Cancer' event, walking to reach seven million steps and gaining a donation of £700 to our nominated charity for this year, Lanarkshire Cancer Care Trust.

They reached the staggering total of **7,127,850 steps** – approximately **3,000 miles** - a huge achievement!



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.

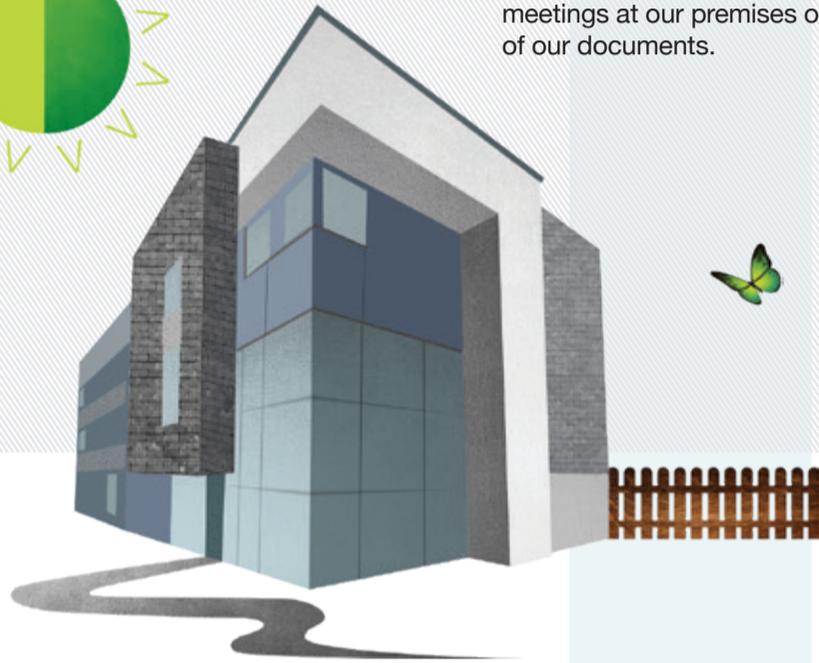
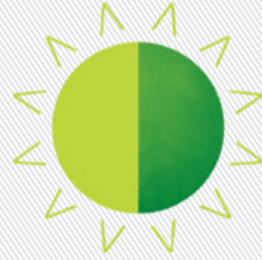
Other Formats

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 24 20 24

Cleansing Services

(refuse collection, wheelie bins, special uplifts)

East Dunbartonshire Council	0300 123 4510
North Lanarkshire Council	01698 403 110
South Lanarkshire Council	0303 123 1020

Environmental Services

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

East Dunbartonshire Council	0300 123 4510
North Lanarkshire Council	01698 403 110
South Lanarkshire Council	0303 123 1015

Scotland's Domestic Abuse and Forced Marriage Helpline

0800 027 1234