

CONNECT

ISSUE 15 SUMMER 2022 NEWSLETTER



CLYDE VALLEY
HOUSING
ASSOCIATION



Featured inside CONNECT

Save the Date

Our AGM will be held
5:00pm - Monday 19th September
Pat Cullinan Community Centre

We are here to help you,
please do not hesitate to get
in contact with us if you
require any assistance or
advice.

We have lots of ways for you
to get in touch with us and
our dedicated advisors are
here to help.

To see a member of the team,
please make an appointment
to visit our office.



- 01/ Customer Panel
- 02/ Customer Satisfaction 2021
- 03/ Wellbeing Hub & Community
- 04/ Your Health & Safety
- 05/ Cost of Living Payments
- 06/ New Development
- 07/ Our People

Telephone: 01698 268855
Monday to Thursday 9am - 5pm
Friday 9am - 4.30pm
cvha@cvha.org.uk
Emergency Repairs: 0800 073 0703

CONNECT

A message from the Chief Executive

I hope this finds you all well, and everyone is enjoying the lighter Summer nights.

Since I last wrote to you, our teams have been busier than ever working to improve our services to you. Our Values are fundamentally at the forefront of what we do, and **YOU** our customers are at the heart of this.

We are thrilled to grow our Investment and Development Team and welcome our new Director Lindsay Forrest to the team, alongside our Asset Managers Robert Pollock and Graham Collie. With our new complement of staff to this team we will be better equipped to deliver our services to you at quicker response times.

I'm **proud** to say that we changed the lives of over 500 families this year - the team has done an amazing job exceeding over 500 lets, alongside everything else they do to support our customers.

As the cost of living and inflation continues to soar, I want to make my personal plea to everyone who may be struggling with paying their rent and other bills – we're here to talk and to help.

Our experienced Wellbeing Team are on hand to offer lots of advice, guidance and support. Please use this service, they can help with home and energy advice, your benefits and your financial wellbeing.

I hope you all have a wonderful Summer and we get some good weather to relax in the sunshine.



Lynn Wassell
CHIEF EXECUTIVE

Goodbye



In March we said our goodbyes to Janette Moran, as she hung up her housing shoes to retire and enjoy some well deserved 'me time'.

Janette will be missed by all her colleagues and we wish her all the best and a happy retirement!

STAR Awards



We held our Annual STAR Awards in person this year, congratulations to all our winners.

Star Gazer Award

Lisa Hughes

Shining Star Award

Carol Cunningham

Bright Star Award

Frances Stewart

Shooting Star Award

Becky Cassidy

Stellar Service Award

Carol Paterson

Superstar Award

Anne Cavinue

Triple Star Award

The BI Team

Bright New Star

Martin Ferrie

Chief Executive Award

Alan Anderson

01 / Clyde Valley

Customer Panel



Customer Panel Workshops

Our Customer Panel has continued to meet over the last few years despite the challenges of lockdown, we want to say a huge thank you to them for their commitment.

As restrictions have now been lifted and we can now move back to hosting meetings in person. We are keen to review the whole function of the Panel, including key priorities; how and when meetings should happen, and opportunities for how we can link into the Board and promote opportunities for customers to get involved.

We would be keen to find out what you currently know about the Customer Panel and the Board, we would really appreciate if you could complete this short survey. This is the same one that has been sent out via our Customer Bulletin so if you have completed it already you do not need to do so again. Please leave your contact details to enter into a prize draw for a £30 Amazon gift voucher.

We are in the midst of running 3 customer workshop sessions. Once the final workshop has taken place (27th July), we will collate all the information gathered, and will share results to you via the usual communication channels.

welcome

In March we held a Welcome Session for customers who were interested in joining the Customer Panel.

This Welcome Session gave our customers an insight into what the Panel do and what has been happening over the last couple of years and our future plans.

If you are interested in finding out more about what's involved in joining our Customer Panel or Board please do not hesitate to get in touch.

Meet our team!

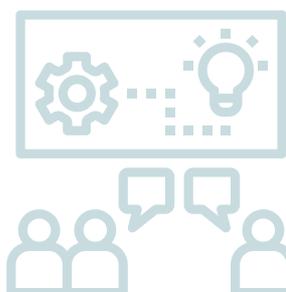
Community drop in event

Where: Pat Cullinan

Community Centre

When: 11.30am - 2.30pm

25th August 2022



02/ Customer Satisfaction

527

INTERVIEWS



Background to the survey

Research Resource were commissioned by Clyde Valley Housing Association to undertake a survey with tenants to understand their views on the services Clyde Valley provide and to help identify areas where the service can be improved. This newsletter presents an overview of the key findings to emerge from the survey.

Overall satisfaction



85% were satisfied with the overall service provided by CVHA. An increase since 2020 (80%).

Recommending CVHA



64%

64% of tenants would recommend CVHA as a landlord to family or friends

Communication



74%

74% preferred to use newsletters to obtain information about CVHA and its services.



93%

93% said the Association was very or fairly good at keeping them informed.



96%

96% were satisfied with the opportunities given to them to participate in CVHA's decision making processes

Customer contact



89%

89% said that the office being closed due to COVID has not changed the way they contact the Association.

83%

83% would prefer to contact CVHA by telephone in the future.

90%

90% would prefer to be contacted by CVHA by telephone.

Survey Results 2021

Repairs and housing quality

76%

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

Main reasons for dissatisfaction:

- 1 Repairs not done right first time
- 2 Speed of completion
- 3 Job not done as expected

Main reasons for dissatisfaction:

- 1 Unfinished repairs
- 2 Poor maintenance e.g. leaks, draughts
- 3 Home needs improved

77%

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



Rent and affordability

78%

said the rent for their home represented very or fairly good value for money



45%

find it easy to afford the cost of heating their home to a comfortable level in the winter months.



Service priorities

95%

delivering an effective repairs service



86%

improving the overall quality of the home



55%

Good quality landscaping, security and maintenance of common areas



During 2022 we will be focused on:

- Continued development of our Contact Centre and systems to provide a quicker service
- Increased opportunities for customer involvement and engagement
- Introduction of a new online Customer Portal, putting customers in control of their accounts and information
- Developing our approaches to contract management, ensuring that our contractors are delivering services in line with our Customer Promises
- Continuing to seek funding to access additional resource to enable more effective management of neighbourhoods

03/ Clyde Valley Wellbeing Hub

FUEL SUPPORT

The number of households experiencing fuel poverty is rising at the moment for several reasons.

At the start of the year we were fortunate enough, through funding received to employ a part time Fuel Advisor. On top of this we also received funding of £137,000 from the SFHA Fuel Poverty Fund to support our customers who had fuel related debt.

This has been an invaluable service to our customers who have been adversely affected by the energy increase. Working alongside a team, our Fuel advisor has:

- Provided Fuel Bank Vouchers totalling £5,000
- Cleared over £40,000 of energy related debt

As you can imagine we were inundated with requests for support. You may not have heard from us yet but there is still financial support available. We have asked a company called Charis to administer the remaining funds on our behalf, we are currently working with them to set up the function of paying energy suppliers directly.

By involving Charis, it now means our Energy Advisor can turn her attention to providing support, advice and information on energy matters.

We have purchased around £9,000 worth of energy saving items which we will distribute over the coming months. We plan to do this on an individual basis for those who have got in touch with us and via community drop-in events over the Summer.

Feedback from surveys suggest support has helped customers to:

- Heat their home more often
- Free up income to pay for other household expenses
- Make change to improve physical and mental health



Based on the feedback you have provided us we will look to direct our support and services to focus on these areas and provide as much assistance as possible.

and *Community* engagement

ENGAGEMENT AND PARTICIPATION



Increasing communication and opportunities for you to engage with us has been an important part of our work this year and something we are always looking at improving.

This information is really helpful to us and how we communicate information to you.



FACEBOOK, CUSTOMER BULLETIN, WEBSITE

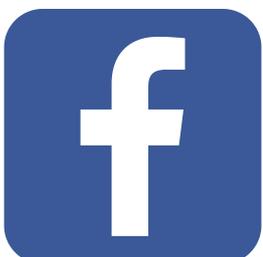


We continue to increase the ways in which you can keep up to date with what's happening in CVHA.

Our **Facebook** page contains lots of useful posts and is a quick way to contact us. Take a look and give us a like.

Our **Customer Bulletins** continue to go out on a monthly basis and you will be alerted to this via a text message.

Our **website** is full of information and contains everything you need to know. We have recently had the ReciteMe software added to make it more accessible.



04 / YOUR HEALTH & SAFETY

FIRE SAFETY

We recently carried out fire risk assessments throughout the common areas for your safety. In the event of a fire within flats, the common close is your preferred route to safely exit the building. Common themes that have been highlighted within the risk assessments include:

- Candles in closes
- Non fire rated curtains
- Personal belongings stored within close that could act as a trip hazard or a source of fuel, blocking or impeding your escape
- Cigarette ends - can act as an ignition
- Rubbish and refuse within close or stored against the building

Remember not to:

- Allow rubbish to block escape routes
- Store rubbish by doors, windows, or any other openings
- Store bins or sacks up against your home as fire can quickly spread to buildings
- Overfill your bin or leave rubbish around it
- Smoke in closes or in or around storage areas
- Allow rubbish to block escape routes
- Store rubbish by doors, windows, or any other openings
- Store bins or sacks up against your home as fire can quickly spread to buildings
- Overfill your bin or leave rubbish around it
- Leave cigarette ends in closes
- Use flammable materials in or around your property
- Have candles in closes

There are approximately 22,000 outdoor fires each year in Scotland which require firefighters to attend and approximately 50% of all the outdoor fires involve refuse, rubbish, and fly-tipped materials.

You can help prevent rubbish fires by following our advice:

- Store your rubbish in a secure area if possible
- Keep all flammable liquids locked away
- Be alert to strangers loitering in your street and call the police if strangers are loitering for some time
- Report any build-up of rubbish to your Local Authority or community fire station. This will help ensure it can be removed and prevent fires
- Report any fly-tipping direct to your Local Authority or to the National Dumb Dumpers Stop line on 0845 2304090
- Warn other people if a fire breaks out

Do you have a gas barbecue?

- Take care when turning bottled gas barbeques on and off.
- Make sure the tap is turned off before changing the gas cylinder.
- After cooking, turn the gas supply off first and then the barbeque control. This will stop any gas from leaking.
- Make sure all joints are safely and securely tightened.
- Change gas cylinders outdoors or in a well-ventilated area
- Gas cylinders should be kept outside away from direct sunlight and frost. Never store petrol, diesel, or gas containers in the close or inside your home.
- Read the manufacturer's instructions about how to check for leaks in the cylinder or pipework, e.g. brushing soapy water around all joints and looking for bubbles.

As the days get longer and the nights get warmer, the Clyde Valley Group wants you to have an enjoyable and safer summer.

During the summer as the school's break-up, we often see a rise in the number of deliberate fires. These include refuse and wheelie bin fires and fires in stairwells. If you're a parent or guardian, you can help reduce the number of deliberately set fires by discussing fire safety with young people.

Nothing quite says summer like firing up the barbecue and cooking outdoors...

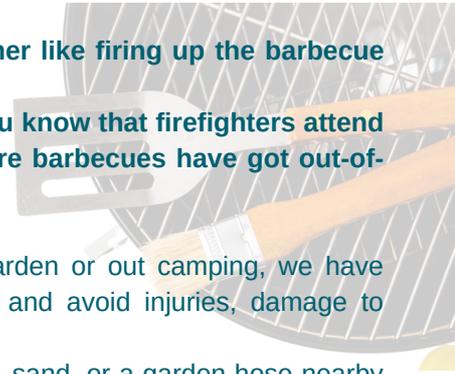
...but did you know that firefighters attend incidents every year where barbecues have got out-of-hand?

Whether you are in the garden or out camping, we have advice to barbecue safely and avoid injuries, damage to property:

- Keep a bucket of water, sand, or a garden hose nearby for emergencies.
- Never leave a barbecue unattended.
- Avoid alcohol if you are in charge of a barbecue - it can affect your co-ordination and judgement.
- Make sure your barbecue site is flat and well away from sheds, fences, trees, shrubs, or garden waste.
- Keep children and pets away from the cooking area.
- Do not dispose of ashes from barbecues until they are cold to the touch. Hot ashes can melt a plastic wheelie bin and can also cause a fire.
- Never use petrol or paraffin to light your barbecue; use only recognised lighters or starter fuels on cold coals.
- Use enough charcoal to cover the base of the barbecue, but not more (normally around five centimetres or two inches).
- After cooking, make sure the barbecue is cool before moving it.
- Never take a portable barbecue - or lit charcoal - into an enclosed space like a close or your home.
- Make sure everyone knows how to put out clothing that is on fire – stop, drop and roll

Storing gas cylinders

- Do not keep more cylinders than you need. Gas cylinders should be kept outside, away from direct sunlight and frost





ELECTRICAL SAFETY

Every year around 70 deaths and 350,000 injuries in UK homes are caused by faulty electrics and electrical equipment. Almost half of all domestic fires are caused by electricity.

Social landlords in Scotland must arrange for electrical safety inspections to be carried out every five years. This includes an inspection of the electrical installation and portable appliance testing (PAT) of any appliances which have been provided as part of the tenancy.

The Clyde Valley Group will make contact to you when the five yearly certificate is almost expired. It is important that access is given for the electrical inspection which should take no more than a couple of hours. Access is required to the cupboard where the main consumer unit is housed, and we ask that any items stored within the cupboard are removed before the electrician arrives.

Your Responsibilities

As a tenant, you should flag electrical problems as soon as they appear, as well as maintain any electrical items you bring into your house.

If you have bought any electrical products for use in your home - whether it's a large item like a fridge or a TV or something smaller like a kettle or hairdryer - make sure that you register the appliance with the manufacturer. This means that if there is a problem and the item needs to be recalled, they will be able to contact you. As most electrical products that are recalled have a risk of fire or electric shock, registering will give you the peace of mind that you are keeping your family and home safe.

You should never try to carry out your own electrical repairs and instead contact the Clyde Valley Group.

SUMMER TIPS

During the hot summer months, an electric fan can be a lifesaver. However, several incidents involving electric fans have been popping up in the news - many people aren't aware that these cooling devices can get a little too hot! These types of fires can be avoided by following our safety guide. Beat the heat this summer and stay safe with these simple tips!

- If a fire does start, don't try to fight the fire. Get out and call 999 immediately.
- Do regular checks of the plug and socket for burn marks, sounds of 'arcing' (buzzing or crackling) or if it feels too hot to touch. If you have fuses blowing or circuit-breakers tripping, then contact a registered electrician to investigate.
- Check that your appliance has a UK plug, but if it doesn't, do not use a UK travel adaptor, but rather have the retailer fit the appliance with a UK plug.
- Always register a new electric fan with the manufacturer.
- If you notice a burning smell or any unusual noises, switch the electric fan off immediately and contact the retailer and/or manufacturer.
- Don't leave your fan running overnight or while you are out of the house.
- Once you've had your electric fan for a few years, think about replacing it as older motors can overheat.
- Don't balance the fan on the edge of the counter, or anywhere that it could fall off.
- Take care that children and pets don't chew on or pull the cable.
- Always turn off the electric fan at the socket when not in use.

GAS SAFETY

Why do we carry out gas safety checks annually?

We are required to undertake an annual safety check to protect you, your family, neighbours, and members of the public from potential risks including gas leaks, fires, explosions, and carbon monoxide (CO) poisoning. This is a regulatory requirement and we ask that you work with us in terms of access to your property. You will find further information on our annual gas safety process on our website <https://cvha.org.uk/gas-safety-advice/>

What to do if you smell gas

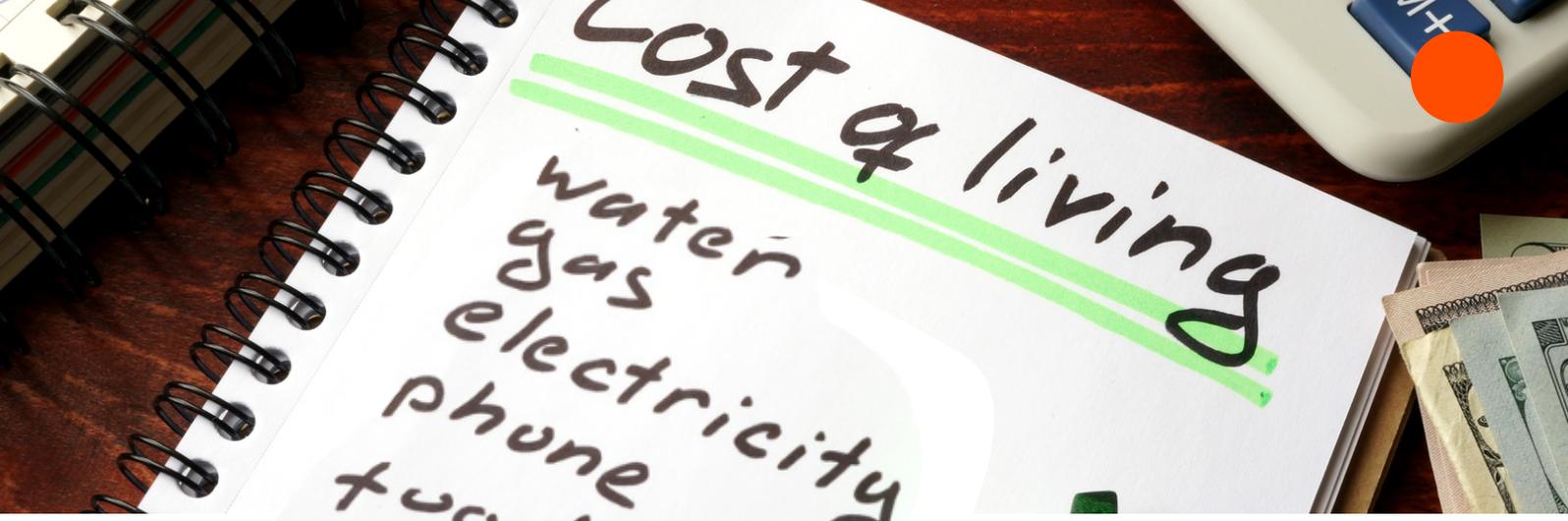
It's crucial to act quickly in a gas emergency. These are the steps you need to take to stay safe:

- Get fresh air immediately; make sure you open all doors and windows to ventilate the area.
- Turn off the gas emergency control valve (also called gas emergency shut off valve) at the meter.
- Extinguish all naked flames and don't smoke.
- Don't operate electrical switches (including turning light switches on or off) because this can ignite escaping gas.
- Contact 0800 111 999 who will attend as an emergency

If the attending emergency operative identifies an issue with any gas appliances, follow their advice concerning the use of the equipment.

If you're feeling unwell, visit your GP or hospital immediately and let them know you may have been exposed to carbon monoxide.





05 / Cost of living payments

People who claim certain benefits will start to see the £650 cost of living payment arrive soon, the payments will help struggling families cope with the fastest rising standard of living costs in 40 years.

The £650 is being split up into two payments, with the first £325 cash sum arriving for most eligible households from July. The second £325 payment is then expected to drop into bank accounts in autumn, although there is no set date.

Those who claim tax credits will receive their first payment slightly later, with the first £325 not expected to be processed until the autumn. The second £325 payment will then be sent in winter but again, there is no set date yet.

You will need to have been entitled to one of the qualifying benefits on May 25, 2022, to get the first payment.

The £650 payment is only being awarded to those who claim means-tested benefits.

These include:

- Child Tax Credit
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Income Support
- Pension Credit
- Universal Credit
- Working Tax Credit

There are two other one-off payments being made to vulnerable households. These include £150 for those who claim certain disability benefits and £300 for pensioners in receipt of Winter Fuel Payments.

Both these payments are being issued automatically to eligible households. They are not taxable and will not affect the benefits or tax credits you get. Every home in England, Scotland and Wales will also receive £400 off their energy bills, spread out over six months from October.



WAYS TO PAY YOUR RENT

From the 1st of April 2022 we introduced new rent payment options for our CVHA customers:

- paperless Direct Debits (available by calling 01698 268855)
- new payment card options using Debit/Credit cards online
- automated telephone 01698 268855
- Post Office
- Pay Point



Our job is to help you sustain your tenancy and keep your home safe.
We will do this by offering supportive, clear and confidential advice.



Adult Disability Payment

Launched 20th June

Residents in North Lanarkshire and South Lanarkshire can claim a new disability benefit provided by Social Security Scotland called Adult Disability Payment. At this time only new claims are being accepted. Similar to Personal Independence Payment (PIP), it is made up of two parts - Daily Living and Mobility. You may qualify for one or both parts and the amount you get depends on how your condition affects your ability to do everyday activities.

People with ongoing awards of PIP and Disability Living Allowance do not need to make an application for Adult Disability Payment. Their awards will transfer to the Scottish social security system automatically from this Summer.

You can get adult disability payment if you:

- have a disability or long-term physical or mental health condition
- have a terminal illness
- are between 16 and State Pension age (66)

You can still apply if you're waiting for a diagnosis. It doesn't matter if you're working or not, and your income and savings are not taken into account.

If you are awarded the Daily Living part you will be paid:

- £61.85 each week - for a standard award
- £92.40 each week - for an enhanced award

If you are terminally ill you will automatically get the enhanced daily living award.

Daily Living Component

You may qualify for the daily living part if you need help with:

- Preparing food
- Eating and drinking
- Managing treatment
- Washing and bathing
- Managing toilet needs
- Dressing and undressing
- Communicating verbally
- Reading
- Mixing with other people
- Making budgeting decisions

Mobility Component

You may qualify for the mobility part if you need help with planning and following a journey, or moving around.

If you are awarded the mobility part you will be paid:

- £24.45 a week - for a standard award
- £64.50 a week - for an enhanced award

For more information or to make a claim

- ✓ Request appointment with the income maximisation team at Clyde Valley Housing Association
- ✓ phone Social Security Scotland on 0800 182 2222
- ✓ claim online at mygov.scot
- ✓ request a paper claim form from Social Security Scotland

If you disagree with the decision made by Social Security Scotland you can challenge this decision.



Customer Service Excellence Accreditation (CSE)

**CUSTOMER
SERVICE
EXCELLENCE®**



In August we will be undertaking our year two of our three year accreditation. This involves us completing a self-assessment highlighting the improvements made to Customer Service over the last year.

Our accreditor Susan will review our assessment, look at evidence we have provided and will speak with staff and customers to gain their feedback.

Our review will be taking place in August, and we will be in touch with our customers nearer the time to offer you the opportunity to get involved in and talk to Susan.



Independent Age consultation sessions

In May we held two consultation events which were facilitated by Independent Age. Independent Age on behalf of the Scottish Government met with Clyde Valley Housing Association tenants and other groups of individuals who are aged 65 and over, to ask them some questions about what's important to them.

The answers provided have been sent to the Scottish Government to inform their new integrated Health and Social Care Strategy for older people.

This report has been drafted, once we have received a copy of the report we will add this to our website and share the findings with you.

On the back of these consultation events, we are in talks with Independent Age to continue some partnership work. We will keep you updated as we start to progress these plans.

For useful information about the services Independent Age can offer, please scan this QR code, if you don't have a smart phone you can visit their website at www.independentage.org



**Independent
Age**





06 / NEW DEVELOPMENT

BROOMKNOLL CHURCH COURT

We held our preview launch of this new development on 16th May which was attended by councillors, NLC staff and former Church Members. This exciting new development with Rosewood Homes transformed Broomknoll Parish Church in Airdrie into a mixture of 30 one and two-bedroom apartments for the community. We secured a £2.5M grant from the Scottish Government towards the development cost of £4.6M. The project commenced in March 2020 and despite delays due to covid, was completed in May 2022.



We worked with the architects and planners to complete the conversion sympathetically, as well as looking at the visual and economic impact creating these high-quality homes as part of the ambitious regeneration plan in North Lanarkshire.



“**Malcolm Ross**, of the merged church’s Cairnlea 2020 group, said of the finished redevelopment: “It’s absolutely outstanding and it’s an amazing engineering feat; the church was on three levels and now it has four inside.”



Lynn Wassell said: “Repurposing an existing building such as this brought its challenges, but the effort has been worthwhile to retain the original character of the building while delivering quality accommodation in the town centre.”

“Providing good quality, affordable homes is at the heart of our mission, and given the tough times being experienced by all our communities at the moment it’s essential we tackle ambitious projects to provide much-needed homes.

“Broomknoll Church is part of our £25 million development programme this year and it supports the aims of the Cairnlea 2020 group which has worked so hard to reinvest the sale proceeds into the redevelopment of Cairnlea, delivering a legacy for the wider community in Airdrie which will last for generations to come.”

07 / OUR PEOPLE

PEOPLE CONFERENCE



Our annual People Conference took place on Wednesday 22nd June 2022 in Glasgow Science Centre. Our theme this year was 'Switched on Together'. It was a great opportunity for us to be together, collaborate, get to know each other better as one big team.

Our keynote speaker was Nahla Summers who delivered an inspirational talk on the Culture of Kindness and everyone took part in a team harmony session with boomwhackers which was great fun and demonstrated some real musical talent at CVG.

What a great team!

CHARITY UPDATE



CVHA KILT WALKERS

Well done to Carron Garmory, Jenny Carlyle, Lindsay Neary, Lisa Beresford and Nicola Caldwell who completed this year's Kiltwalk alongside 10,000 other Kiltwalk Heroes!

We managed to raise a whopping £2,910 for our annual charity **Simon Community Scotland** who do amazing work in supporting people experiencing homelessness across Scotland, and particular in the Lanarkshire area.

VOLUNTEERING



Members of the Finance, Corporate Services and HR Teams spent the day volunteering at Simon Community Scotland's Motherwell site doing a spot of gardening to make it more of an enjoyable and relaxing space for the residents.



L-R: Martin, Lindsay, Jenny, Ben (CVHA) & Melissa (Simon Community)



Info Point

Repairs

Emergency Repairs	0800 073 0703
Scottish Gas (smell gas)	0800 111 999
Scottish Power (no electricity)	0800 111 4686
Scottish Water (no water/burst pipes)	0800 077 8778
Gas heating repairs (City Technical)	0844 579 6493
All other emergency repairs	0845 877 0411

Tenancy related

Anti social behaviour / dog fouling/ vermin / roads	
North Lanarkshire	0300 123 1382
South Lanarkshire	0800 389 1105
East Dunbartonshire	0300 123 4510

Please call 01698 268 855 or email cvha@cvha.org.uk if you would like to receive any of our information by email or in another format such a different language, large print, Braille or audio.

T. 01698 268 855
E. cvha@cvha.org.uk
P. CVHA
50 Scott Street
Motherwell
ML1 1PN

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

Have you enjoyed this issue of our newsletter?

As well as keeping you informed of the work we are doing and highlighting any issues that may affect you we are happy to consider any items you think are important.

Please let us know if there is anything you would like us to feature. Please send us your comments or feedback.



Facebook messenger
(scan our QR code to view our FB page)



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