

FACTORED HOMEOWNERS NEWSLETTER

June 2020 Edition

Welcome to the
Summer 2020
edition of
Nova News.



We hope that you find it useful and informative and as always we welcome any comments on this, as well as any suggestions for local articles for future editions.



We are pleased to announce the launch of 'Clyde Valley Lets', a new letting agency service for the Private Rented Sector (PRS) based within the Clyde Valley Group.

Clyde Valley Lets

Mike Campbell, who is leading this exciting development, is a well-known and respected figure from the PRS, who has an ambition for Clyde Valley Lets to provide high quality letting and property management services for private landlords, tenants and investors.

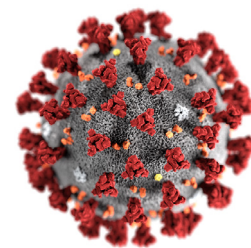
Mike describes this new proposition as the "launch of a 'Social Letting Agent', grounded within the ethos of the Clyde Valley Group, combining the benefits of operating with a business head and a social heart, able to draw on the vast experience of colleagues across the wider organisation".

We know that some of our NOVA factored homeowner customers are

landlords letting out property, some of who may use an agent and some who self-manage.

Mike would like to hear from you to start a conversation about any practical issues or questions you might have as a landlord in the ordinary course of being a landlord or related to the challenges around finding a new normal because of COVID19 which presented and still does, a range of challenges for landlords.

In better times Clyde Valley Lets will be delighted to invite landlords to attend information sessions, but until then cvlets@cvha.org.uk will suffice if you want to get in touch, but of course, without any obligation on your part.



COVID-19 Update

If any customers have queries regarding charges on their invoice or any factoring issues, the team are still available to assist. Due to our contractors working from home there may be slight delays in investigating repairs queries, however we can assure you that all enquiries will be responded to as quickly as possible.

We understand that these are challenging and uncertain times for us all and would ask that if any customers are concerned that they may not be able to pay their invoice in full please contact a member of the team to discuss a repayment arrangement.

Our staff can be contacted on **01698 328248** or **01698 328258**.



COVID SCAMS

We have a range of information on Clyde Valley Housing Associations Website to keep you updated.
<http://cvha.org.uk/covid-19/>

We're here to help, please don't hesitate to get in touch with our Factoring Team if your circumstances have changed and you require some help.

Online Shopping

When shopping online, carry out some research before purchasing from sellers or companies you are not familiar with. Rather than relying on reviews hosted on the website you are purchasing from, look for independent reviews on official websites.

Be wary of pop-up adverts which appear while you are shopping online. These may ask you to enter personal details in return for a discount code or special offer;

Fake Medical Products Online

The MHRA has also investigated an increasing number of bogus medical products being sold through unauthorised websites claiming to treat or prevent COVID-19.

At this time, there are currently no medicines licensed specifically for the treatment or prevention of COVID-19. Any products or cures advertised may be fake and potentially dangerous.

Doorstep Scams

There have been reports about companies offering to 'cleanse' properties of COVID-19 bacteria, such as the pictured advert offering to spray your property with Hypochlorite bleach to 'kill coronavirus'.

Another advert offered an 'antibacterial and cleansing wash system' which apparently removes 99.9% of bacteria from house exteriors and gardens using a chemical spray.



Spraying chemicals/bleach on the exterior of your property will not protect you from COVID-19.

There have also numerous reports across the UK about fraudsters cold calling households and posing as NHS or Red Cross staff. They might offer to help people with their shopping in return for payment, attempt to sell home testing kits or ask to get donations to fund a vaccine for COVID-19.

Some cold callers have been offering to test people for the virus in exchange for £100.

Staff from the NHS or Red Cross will not turn up at your door unannounced to ask for money or to sell home testing kits.

Clyde Valley Charity of the year

Chris's house stands for 'Centre of Help, Response and Intervention Surrounding Suicide' and has been set up to offer a safe environment where people in crisis may have respite.

Chris's house continues to offer support in these times of uncertainty, all counselling sessions are being carried out over the phone by their trained counsellors, any new guest will have phone referral then be allocated a counsellor for telephone counselling where possible. The building is closed for volunteer and guest safety but the phone lines are open 24/7.

Anyone Chris's house staff feel is in immediate crisis and is unable to wait or it they can't settle them on the phone they will see them but only in exceptional circumstances. Chris's House are following all Government guidelines to keep their staff and guests and safe as possible.

These are unprecedented times we never thought we would face, many people will be facing and going through exceptionally challenging times. If you, or someone you know is struggling Chris's house are there to help. **Please don't hesitate to make contact.**

Phone number 24/7: 01236 766 755
info@chrisshouse.org

Prior to lockdown we were delighted to support Chris's House in obtaining £10,000 funding from The Lintel Trust who administer the Scottish Procurement Alliance Founders Fund. Chris's House will appoint an administrator with this funding to help deliver support, coordinate work and seek additional funding (social inclusion).

Make a stand pledge

Make a Stand was launched in June 2018 as part of then-CIH president Alison Inman's presidential appeal to tackle domestic abuse.

Clyde Valley have signed this pledge to support our tenants who may be experiencing domestic abuse.

Over two thirds of survivors responding to women's aid survey in April 2020 told the national charity that domestic abuse is escalating under lockdown and 72% said that their abuser have more control over their lifeline since COVID 19.

If you are worried that your partner, or that of a friend or family member is controlling and abuse. Please don't suffer in silence, there are support services out there to help. Please find below a list of support contacts:

National Helpline Scotland
 Scottish Domestic Abuse Helpline
0800 027 123

Scottish Women's Aid
www.scottishwomensaid.org.uk Scottish Women's Aid is the leading organisation in Scotland working towards the prevention of domestic abuse. They play a vital role in campaigning and lobbying for effective responses to domestic abuse.

- Women's Aid South Lanarkshire **01698 891498**
- Monkland Women's Aid based in Airdrie **01236 432 061**
- Cumbernauld Women's Aid **01236 730 992**
- North Lanarkshire Women's Aid **01236 730 992**
- Motherwell & District Women's Aid **01698 321000**
- Hemat Gryffe Women's Aid **0141 353 0859**
- Shakti Women's Aid **0131 475 2399**
 (Asian, black and minority ethnic women/ children)

Victim Support

To support victims of crime, including domestic abuse with local services all over Scotland. The service is confidential and calls are charged at local rate. Victim Support can be contacted on;

- **0141 553 2415**
- **01698 336 565**

Shelterline

A free-phone service providing information about emergency access to refuge services and general housing matters.

- **0808 800 4444**

Rape Crisis

If you are a woman who has been assaulted or raped or a survivor of childhood sexual abuse, contact the rape crisis centre for information and advice.

- Lanarkshire Centre **01698 527003**
- Scotland **08088 010302**

Men Against Sexual Abuse (M.A.S.A.)

Information, support and advice to men experiencing domestic abuse. Open 12 noon until 9.00pm Monday to Friday. The number to call is **0141 550 2048**

Police

The police can be contacted by dialling **101** and asking to be connected to your local Domestic Abuse Investigation Unit.

Remember - if you are in immediate danger - call 999



Food bank Donation

Food banks have never been more needed during the challenging times of COVID-19, everyone should be able to afford the basics though it can be difficult just now to know where to turn to for support.

Foodbanks are operating! If you need a foodbanks help because you have no money or food head to the Trussell Trust website to find your local food bank and see what support is available in your area. <http://www.trusselltrust.org/coronavirus-food-banks/emergency-support/>

To show our support for the vital work the foodbanks are delivering we have been happy to help in a small way by providing a money contribution to the following local foodbanks:

Contact details -

- Airdrie **01236 793 423**
- East Dunbartonshire **07425 134 131**
- Cumbernauld and Kilsyth **07365 808 810**
- Clydesdale **01555 771 700**
- Hamilton and Blantyre **07884 451 512**
- Clyde Avon and Nethan **07591 104 027**

If you need help please don't hesitate to contact your nearest foodbank or give your Housing Officer a call for assistance.



Listening to your Comments

We always encourage customers to tell us what they think, good or bad. It is only when we receive your clear views on matters that we can take the most appropriate action.

We have been working hard to listen to your feedback and improve services and our aim is to provide the highest standards of customer service to you.

As a result of this we have decided to implement a freeze on the management fee for 2020/2021 for the third year in a row. Therefore, the management fee will remain at £89.00 per year.

Landscape Maintenance

You will be aware that our landscape maintenance programme for this year was delayed in starting due to Government restrictions relating to the ongoing COVID-19 pandemic.

We are pleased to say that our landscape contractor is now back out on site working through the programme. The delay has obviously set back the works programme and we will strive throughout the season to carry out the core works however, as always, this schedule is fully dependent on the weather and you will only be charged for the works that are completed.

We would like to thank customers for their patience and understanding during this time and we can assure you that our contractors are taking all necessary precautions when on site.

Payment Options

Our current payment options are:

Standing Order/Online Banking
 Sort Code: 20-33-70
 Account No: 43321746
 (quoting your invoice/statement number)

Debit/Credit Card Payments
 Please call **0800 158 3298**

