

# CLYDE VALLEY

HOUSING ASSOCIATION

PROVIDING HOMES | SHAPING COMMUNITIES

## CLYDE VALLEY GOOD NEIGHBOUR AWARDS 2007

**LAST YEAR THE ASSOCIATION LAUNCHED  
ITS ANNUAL GOOD NEIGHBOUR AWARDS.**



Nominations were sought from the North and South Lanarkshire areas and every tenant received an application form to allow them to nominate their neighbour who they felt deserved recognition.

At the Association's 10th Anniversary Celebration in November 2006, we were pleased to announce the winners for both areas who were able to

attend the dinner and receive their awards and prizes from the Award Sponsors, Timetra. Those winners were the Stuart Family from Harthill and Wullie and Helen Gault from Hamilton.

The time has come again for us to seek nominations for our Awards for 2007 and our nomination form is enclosed with your newsletter.

Article continues on page 2.

**IF YOU NEED TO REPORT A REPAIR, WITHIN OFFICE TELEPHONE HOURS,  
PLEASE CALL OUR FREEPHONE NUMBER ON 0800 073 0703.**

### EMERGENCY TELEPHONE NUMBERS

**Gas Escapes:** 0800 111 999 (Transco)

**Gas Heating Repairs:** 0870 166 4439  
(E-on UK Technical Services Ltd)

**All Other Emergency Repairs:** 01698 844411

These numbers can be used outwith office hours to report all repairs to keep your house wind and watertight as well as essential services such as electricity, water supply, and gas.

# TENANTS NEWS

Summer Issue | June 2007

# CLYDE VALLEY GOOD NEIGHBOUR AWARDS 2007 (cont)



Has someone helped you out at a time of crisis or are they simply a good neighbour all the time? Perhaps they have looked after your children so you can have a break or even go to work. Do they help you with your garden, take the wheelie bins out, or do the shopping for you when you can't. Maybe they have just been there when you needed someone to talk to.

You can nominate them for the Clyde Valley Housing Association's Good Neighbour Award 2007, sponsored by Timetra, and not only could they win the Good Neighbour trophy, but could also receive a great prize.

When all nominations are received the Association will select a winner for both the North and South areas. The person you nominate **does not need to be a Clyde Valley Housing tenant**, however they should live in Lanarkshire.

***Let Clyde Valley Housing Association say thank you on your behalf.***

## New Websites

([www.cvha.co.uk](http://www.cvha.co.uk) and  
[www.clydevalleypropertyservices.co.uk](http://www.clydevalleypropertyservices.co.uk))



Clyde Valley Housing Association is pleased to announce the launch of its exciting new website at [www.cvha.co.uk](http://www.cvha.co.uk).

The site has been under construction to allow the Association to bring it in line with its new brand, which was introduced in 2006, including the introduction of a new logo.

Clyde Valley Housing Association Chairman Tom Campbell says "the website is now more modern and user friendly and we believe it contains lots of useful information and advice for our current and potential tenants and customers. The Association has listened to service users and provided the types of information that our current and future customers in particular are looking for."

The site is now up and running and we would invite you to have a look and let us know what you think.

Also, we are also pleased to announce the launch of our new website for our property subsidiary company, Clyde Valley Property Services Limited. This can be viewed at [www.clydevalleypropertyservices.co.uk](http://www.clydevalleypropertyservices.co.uk).

# PERFORMANCE RESULTS 2006/07

Each year Clyde Valley Housing Association sets itself a number of performance targets and monitors its progress on these from April to March the following year.

We have now produced our results tables for 2006/07 showing our performance against our targets and would like to advise you of the following performance statistics.



	06/07 Target	06/07 Performance
Amount of Tenants Rent Arrears	4%	3.97%
Days Taken to Relet an Empty House	35 Days	30 Days
Amount of Rent Lost on an Empty House	1.10%	0.63%
Emergency Repairs Completed in Target	100%	99.3%
Urgent Repairs Completed in Target	98.5%	94.5%
Routine Repairs Completed in Target	98%	96%
Gas Safety Checks Undertaken in Homes	100%	98.8%
Budget Spent on Building New Homes	100%	105%
Care and Repair Service Full Works Completed	140	242
Care and Repair Service Advice Works Completed	140	194
Small Repairs Jobs Carried Out	1400	1905
Number of Apprenticeships Created by CVHA	5	5
Number of Training Places Created by CVHA	12	12
CVHA Staff Attendance in Year	98%	94.5%
CVHA Staff Turnover in Year	<8%	7.8%

The following are other statistics recorded by the Association and these are shown against last year's performance.

	05/06 Performance	06/07 Performance
Yearly Average Rent Rise	4.5%	4.5%
Number of People On Waiting List	2482	2822
Amount of Factoring Arrears	110.94%	44.51%
Evictions Carried Out	2	2
Anti Social Behaviour Complaints Received	105	288
Number of Houses Built	46	51
Number of Right To Buy House Sales	40	31
Number of CVHA Tenancies	2421	2410
Number of Repairs Carried Out	9055	6283
Value of New Build Homes Programme in Year	£6.3m	£12.8m

The Association will be using this analysis as further management information as part of continuous improvement of our overall services.

## Getting On..... With Life

### 50+ Community Roadshow

Motherwell Community Learning Partnership are running a series of free sessions for people over 50 years of age. The sessions will be held in the Pat Cullinan Centre in North Motherwell on the following dates:

Friday 8th June  
Tai Chi

Friday 15th June  
Arts and Crafts

Friday 22nd June  
Healthy Eating

Friday 29th June  
Health Checks and Pampering Session

If you would like to book a place please call  
**01698 335780.**

Remember sessions are free, however priority will be given to those who live in the community.

## LOCAL FOOD CO-OP

For those of you who do not know, there is a local food co-operative based at the Pat Cullinan Community Centre in North Motherwell.

It is opened on Monday, Tuesday and Wednesday mornings from 10.00 am until 2.00 pm.

There is fresh fruit every day and all grocery items you could wish for at a cheaper rate than most supermarkets. Why not give it a try!

# HOMESTAKE OPPORTUNITIES

Clyde Valley Property Services will soon be announcing the release of 29 new homes for sale in Shieldhill Court, Carluke, under the HOMESTAKE scheme.

## WHAT IS HOMESTAKE?

Homestake is a new scheme aimed at helping people who want to own their own homes but who cannot afford to pay the full price.

Homestake is aimed at households on low incomes, but a person may also be eligible to apply if:

- they are a first time buyer
- they have just undergone a big change in their household circumstances (for example, they have just split up from a partner or spouse)
- they are disabled or have particular needs and their current home isn't suitable for these needs
- they have special reasons for needing to live in a particular area
- their home is scheduled for demolition.

## HOW DOES HOMESTAKE WORK?

A Homestake owner will generally pay for between 60 and 80 per cent of the price of a property with the remainder held by Clyde Valley Property Services using Homestake grant funding.

When you apply for a Homestake house, you will have to state all your sources of income.

Your income will be considered to be the total of:-

- Gross earnings, per single person or couple, as appropriate;

- Any other income, comprising sickness benefit, bank interest, superannuation or pension from previous employment, welfare benefit, working families tax credit, widow's pension and shareholder's profits.
- Any savings, stock shares etc.

## CAN I APPLY IF I AM ON STATE BENEFITS?

It is possible to obtain a mortgage, which is based on State Benefits income, rather than earnings, as a main source of income. It is possible to obtain benefits assistance with the interest payments on a mortgage, subject to certain rules within the welfare benefits system.

## This is called Income Support Mortgage Interest (ISMI).

For customers who are looking to see if they will get enough ISMI to be able to afford a mortgage, or to be able to convince a mortgage lender that they will have enough ISMI to cover a mortgage, they can request a specific letter from the Department of Work and Pensions. This letter is called a DL/IS170 and gives an agreement in principle that ISMI will be available to them in the future.

## HOW DO I FIND OUT MORE ABOUT THIS EXCITING OPPORTUNITY?

To find out more details about our Carluke development or our future Homestake opportunities then please contact Elizabeth Miller, Office Manager on 01698 268855.

**Homestake - a unique buying opportunity for those trying to get on the property ladder.**



# New Staff Members

Clyde Valley is pleased to welcome and introduce 2 new Heads of Services to its Corporate Management Team.



Shirley MacDonald

They are: **HEAD OF FINANCE Shirley MacDonald ACMA MAAT**

Shirley was appointed as the Associations Head of Finance in February 2007.

Shirley has had a variety of finance roles within the NHS, in various Health Boards and NHS Trusts. Shirley left the NHS in 1999 to join the Scottish Environment Protection Agency (SEPA) where she was involved in various finance projects

and was the Head of the team responsible for developing SEPA charging schemes and generating 50 % of the organisations revenue.

Shirley became a member of the Association of Accounting Technicians in 1989 and qualified as a member of the Chartered Institute of Management Accountants in 1994.

**HEAD OF TECHNICAL SERVICES David Anderson, Dip Arch (Glas.) RIBA ARIAS**



David Anderson

David was appointed as the Associations Head of Technical Services in February 2007.

David has 18 years senior management experience in private and public sector property related organisations and has been heavily involved in housing development and regeneration in West Central Scotland for the past 20 years.

Most recently David worked in South Lanarkshire Council where he undertook a variety of roles, which included managing the multi disciplinary teams responsible for developing and delivering the Council's ambitious major repairs and development investment programmes.

David graduated from Glasgow University with a Diploma in Architecture in 1985 and is due to complete a Diploma in Housing later this year.

David is also an active member of RIAS Council, a Housing Association Board Member and current secretary of SCALA (Society of Chief Architects in Local Authority) Scotland.

In addition we have also recently appointed **Susan Samson**, as our new **Group Accountant**, **James Harrington** as a **Small Repairs Officer**, **Russell Love** as **Care and Repair Officer** and **Kevin McGhee** as **Technical Services Manager**.

## Association Membership

### Would you be interested in becoming a member of Clyde Valley Housing Association?

The Association wishes to encourage members to ensure we are representative of the people and areas we serve and to encourage greater participation in our activities.

Membership provides the opportunity to stand for election at the AGM and vote for members of the Board of Management. To join you simply have to complete a membership application form and forward this together with £1.00 to the Board of Management. On approval of your application you will receive a lifetime share in Clyde Valley Housing Association.

If you would like to find out more information about becoming a member of the Association please contact Nareen Owens on 01698 328240.

## Board of Management Resignations

In February and April 2007, two resignations were received from Board members.

The first being from Archie Young. Archie is a tenant member from Holytown and was and on Clyde Valley Housing Association's Board of Management since September 2001. Prior to then he was involved in the inception of the Association and was a great Ambassador for Clyde Valley.

In addition, Willie Ross was nominated on to the Board of Management in 1997, as a representative for South Lanarkshire Council. Having been a Councillor for over 10 years, Willie decided to take a break and not stand for re-election at the recent Parliamentary and Local Elections on 3 May 2007. As a result of this Willie had to also leave the Board of Clyde Valley. During his time, he was instrumental in shaping the Association and his contribution was invaluable.

The Association would like to thank both members for all of their support, guidance and commitment over the years, and wish both all of the very best for the future.



# Unruly Gardens

The Association has recently been carrying out gardens surveys and is disappointed to find a high number of gardens in poor conditions.

The following is an extract from Clyde Valley Housings Tenancy Agreement.

*If you have exclusive use of a garden attached to the house, you must take reasonable care to keep it from becoming over-grown, untidy or causing a nuisance (unless we have agreed to take care of it). If you fail to do this, we are entitled to decide exactly what work requires to be done so as to comply with this duty. Before making our decision, we will consult with you. Our decision will be binding on you. If you do not do the work contained in this paragraph we may do it ourselves and charge you for it. You hereby agree to pay for any carried out by us in this regard. This is in addition to any other legal remedies we may have. You must not remove, chop down or destroy any bushes, hedges or trees without our written permission unless you planted them.*

In addition, tenants must put all household rubbish for collection in the bin store or the designated areas allocated by us. You must take reasonable care to see that your

rubbish is properly bagged. If rubbish is normally collected from the street, it should not be put out earlier than the evening before the day of collection. Rubbish containers should be returned to their normal storage places as soon as possible after the rubbish has been collected. You must comply with the local arrangements for the disposal of large items (such as large electrical items).

For Special Uplifts contact your Local Council on the following numbers:

North Lanarkshire Council on 01698 403110

South Lanarkshire Council on 01698 717777

We would ask that all tenants comply with the above, and ensure that their gardens are in reasonable condition. Our Housing Officers will continue to carry out gardens surveys, throughout all of our areas.

## Our Zone – Out of School Care

Our Zone, Out of School Care are based at Coatbridge Community Centre, in Kirkshaws.

They provide before and after school care from 7.30 am to 6.00 pm. They also offer Primary One cover from 12.30 pm until 6.00 pm, and holiday cover from 7.30 am until 6.00 pm.

Primary Schools covered in the area include:

Carnbroe  
Old Monkland  
Sikeside  
St Marys  
St Stephens

Kirkshaws  
Shawhead  
St Bernards  
St Monicas  
St Timothys

Our Zone provide quality, affordable and accessible childcare. They are Care Commission approved and have fully training and qualified staff. They are now enrolling for new school intake.

For further information contact Margaret Moran, Project Manager on 01236 707319.



# Major repairs to your home for 2007/08



In order to ensure that we keep our homes in the best possible condition, the Association has identified a range of major repair work required for this incoming year. The anticipated expenditure will be approximately just over £2 million.

We aim to carry out the following works.

AREA	TYPE OF WORKS
Laighstonehall Neilsland Road, Hamilton	Kitchen Replacements
Bellsdyke Thrashbush Harthill Carfin Newarthill O'Wood Avenue Birkenshaw Almada Street Burnbank Road Lesmahagow	New Sanitary Ware
Newarthill Laighstonehall	Windows and Doors
Bellsdyke	Balconies/Canopies
South Howden Station Road West	Front & Rear Fencing
Gartleahill Lesmahagow	Smoke Alarms
Thompson Drive O'Wood Avenue Burnbank Road Hillhouse Laighstonehall Lesmahagow	Gas Central Heating

Your Housing Officer and our Technical Services Department will be in touch nearer the time to discuss the arrangements for carrying out the above works with you.

In addition to the Major Repairs, the Association will also be carrying out Cyclical Repairs throughout the year. These include electrical inspections, painterwork and gutter cleaning, close painterwork and gas servicing and repairs, in a variety of estates.

## Tenants and Residents Associations – Getting Involved



In December 2006, the members of the Douglas Residents and Tenants Association put some of their money together to purchase small hampers for some elderly people within the area.

This was not only a generous contribution from members of the local community, but also very worthwhile to those recipients.

The Association currently works with 4 Registered Tenants and Resident Associations. They are:

- Douglas Tenants and Residents Association
- Larkhall and Avon Road Tenants and Residents Association
- Kirkshaws Tenants and Residents Association
- Laighstonehall Tenants and Residents Group

If you are interested in becoming involved in your local community and would like more information on any of the above groups, or are interested in joining the Clyde Valley's Focus Group, please contact [Lesley Clarkson](#) on 01698 328255.

## New Allpay Rent Payment Cards

At the end of last year, all tenants received a new Allpay Rent Payment Card.

**COULD WE JUST REMIND TENANTS TO USE THEIR NEW CARDS AND DESTROY THE OLD ONES.**

If you have any questions in relation to this please contact your Housing Officer or call one of our offices as outlined at the back of this newsletter.

## Rent Payments

When paying your rent, could we ask all tenants to check their receipts at the time of paying, to ensure that the amount on the receipt ties up with what they have actually paid.

In addition we would ask tenants to ensure that all receipts are kept safely and not disposed of, as that is the only evidence that we can use to investigate matters, should there be problems with payments.

## Policy Spotlight

### Policy on Openness, Confidentiality and Access to Information

Clyde Valley Housing Association is a Registered Social Landlord and a Scottish Registered Charity and is committed to operating in a manner that is open and accountable. The Association is not subject to the Freedom of Information Act, however aims to provide useful and helpful information, where possible.

It also recognises, however, that it cannot – without potential detriment to the Association and its customers – disclose its confidential, personal and commercially sensitive information. In addition the Association also wishes to ensure that information is handled sensitively and according to best practice.

Our Policy on Openness and Confidentiality and Access to Information sets out how Clyde Valley Housing Association will conduct its business in an open and accountable manner whilst, at the same time, ensuring that personal and commercial confidentiality is maintained where appropriate.

The Association believes that its members, tenants, sharing owners and any other interested parties should have access to information on how it conducts itself. This means that unless information requested is considered commercially/financially sensitive or personally confidential, it will be made available on request.

This will include information on:

- Performance against operational targets.
- How to become a member of the Board or influence decisions in other ways.
- Inspection Reports (by the Regulator).
- Policies and procedures.
- Non-confidential Board papers and minutes.
- Results of the annual external audit.

The above list is not exhaustive and the Association will action any request for information within a reasonable timescale, unless it is prevented from doing so by the Confidentiality section of this policy. Any requests outwith the list should be authorised by the Chief Executive (or most senior staff member in his absence).

For further information on this Policy, or to receive a full copy, please contact Nareen Owens on 01698 328240.

## Welfare Benefits Update - Tax Credits Notice

Tax credits are based on income and family circumstances, so it is important for those receiving tax credits to give HM Revenue & Customs (HMRC) their up-to-date details.

Please contact the tax credits helpline on 0845 300 3900 to report any changes in income or circumstances, in order that you will receive the correct amount of money in respect of Child Tax and Working Tax Credits. The tax credit helpline is open from 8am to 8pm every day except Christmas Day, Boxing Day, New Year's Day and Easter Sunday.

From 6th April 2007, the amount of time customers have to report changes in their circumstances reduces to 1 month. In particular, if customers stop working, or the hours they work drop below 16 per week, they will no longer qualify for working tax credit and may need to claim Income Support or Job Seekers Allowance instead.

For further information on this or for other benefits advice, please contact our Welfare Benefits Adviser, Carol Paterson on 01698 328266.

### CONTACT NUMBERS

82/84 Brandon Parade East  
Motherwell, ML1 1LY [Registered Office]  
Telephone: 01698 268855  
Fax: 01698 266271  
Repairs Freephone: 0800 073 0703

16 Gateside Street  
Hamilton, ML3 7JG  
Telephone: 01698 428426  
Fax: 01698 428289

1 Islay Way  
Old Monkland, Coatbridge, ML5 5DX  
Telephone: 01236 702490  
Fax: 01236 430349



### OTHER FORMATS

If you, or anyone you know, would like translations of this newsletter or any of our policies, procedures or general documents in various languages or other formats such as computer disc, e-mail, tape, large print, Braille etc, these can be obtained by contacting the Association's offices on 01698 328240 or by e-mailing owensn@cvha.org.uk.

### COMMENTS FORM

If you have any comments to make about Clyde Valley Housing Association or any of the services provided by the Association please complete this form, cut it out and return it to the Association.

<b>NAME</b>	
<b>ADDRESS</b>	
<b>COMMENTS</b>	