



CLYDE VALLEY  
HOUSING  
ASSOCIATION

WELCOME TO  
**CONNECT**  
SUMMER 2021

**FEATURED INSIDE**

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**Covid 19 update**

We continue to follow Government Guidance and our staff are working from home, we would encourage all of our customers to keep an eye on our Covid19 section of our website - <https://cvha.org.uk/> to check for updates on the services we can provide to our customers as we move through the Tier guidance levels.

# A message from the Chief Executive

I am writing this message as we await more Scottish Government announcements on how and when restrictions will lift during the summer months.

Our office in Scott Street remains closed and we have very few of our team members popping in, just doing work that is hard to carry out from their home. Our people have been getting more used to working at home and around our areas rather than in an office environment. Like many workplaces, we are experimenting with how we can work more flexibly through 'agile working' if it helps our customers too. It is saving time and with an area to cover of some 200 square miles, there are also benefits to the environment by reducing our carbon footprint.

During the pandemic, we have seen many more customers look for faster and easier ways to contact us in a more digital world. You may already know that we will be launching our new Contact Centre later this year and we have been working with some customers to help us to design how this will work best and from your perspective. We have been doing this important project whilst also dealing with the ongoing challenges of getting services right as we recover from the backlogs due to lockdown restrictions. Repairs services remain a challenge and I am really grateful for the patience you have shown in waiting for some routine repairs and improvements to your homes. Across the housing sector in Scotland, we are seeing **different problems with obtaining building materials** and some labour shortages. At Clyde Valley there have been some temporary

arrangements and temporary staff in place for handling repairs and contacts and we hope that this has not been too disruptive for you as we sort out permanent changes. We have also been learning over the last 16 months how best to define what is a true emergency repair and what should be classed as urgent and non-urgent. We will be letting you know more about this soon, so we can be as efficient as possible and get better at doing repairs 'right first time'.

I would encourage you all to continue to give us useful feedback on how we can improve any of our services and this will only get easier for you when the Contact Centre is up and running.

As infection rates continue to be high, I want to assure you that we stay committed to and vigilant about your safety.

I hope you enjoy the rest of the summer.



Lynn Wassell  
Chief Executive



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



HAPPY TO TRANSLATE

# Whats happening in our services

# /01

## Our Virtual AGM – 13th September 2021

Whilst we would love to hold our AGM face to face in September our Board agree that it is sensible to hold this virtually for 2021. We must continue to protect ourselves, our families and the NHS from the spread of Coronavirus and given the business of the AGM can be handled virtually this seems like the safest option to adopt. With the impact of the new variant and the NHS preparing for a third wave in Sept/Oct we want to ensure we are acting responsibly. Details will be sent to Members closer to the date but in the meantime save the date in your diary for 13th September at 5pm. We look forward to meeting with our Members in 2022 face to face.

## New Customer Contact Centre

We are delighted to let you know that the development and implementation of your new Customer Contact Centre is progressing well and we are on course to launch this new service in August 2021.

The Contact Centre is being put in place to provide all customers with a reliable and consistent experience. We will be focused on providing you with the best possible service, whilst reducing customer effort. Our Contact Centre Team will be managed by Lee Valentine, Customer Services Manager. Lee will be supported by our Senior Contact Centre Advisor, Julie Cairns. Both Lee and Julie are in the process of creating the new team and are looking forward to seeing it grow and flourish.

The Contact Centre will offer you multi-channel options to engage with us. You will be able to use telephone, email, text message, webchat and a brand new online portal. This means you can be confident that when you contact us we will always respond to your needs as quickly as possible. Our Contact Centre Advisors will provide you with great customer service as the team are enthusiastic, excellent listeners, effective communicators and have the skills and knowledge to help you with your enquiry or request.

We will keep you up to date with information in relation to our Contact Centre as it develops. However, if you have any queries or good ideas that you would like to share with us please do not hesitate to contact Lee on 01698 268855.

## Repairs

Our Contractors Timetra are continuing to take calls on our behalf until further notice, however we envisage what with our new Contact Centre opening shortly in late summer we shall be in a position to start call handling again. This will be communicated properly nearer the time.

We are continuing to work through the backlog of repairs that had been outstanding as a result of the on-going pandemic. However if you still have an outstanding repair and we have not been in touch please contact us by calling 01698 268 855.

You can report a repair to us 24 hours a day 7 days a week by using our Report a Repair online contact form on our website <https://cvha.org.uk/report-repairs/> or by phoning 01698 268 855.

Thank you for your continued patience and understanding.



# What's happening in our services?

# /01

## Customer Services

To keep up dated with everything that is happening within our Customer Service Department we have now started to issue a monthly ebulletin which is published on our website, if you want to be first to know of everything that is going on you can sign up to our distribution list. To do this please leave your email contact details on our website here <https://cvha.org.uk/newsletters-customer-service-bulletins/> and we will email this out to you.

## WE ARE GOING DIGITAL!

Clyde Valley Group are excited to share some news with you. We will soon be able to offer a more accessible, streamlined way for you to pay your rent, or factoring fees by paperless Direct Debit.

You can do this by logging on to our website and completing the form there. Alternatively you can set up a new Direct Debit by calling your Rent or Factoring Officer. They can set up the payment plan for you over the phone. Simple, easy to do and convenient. This is all part of our on-going process to offer easy to access and convenient digital services.

If you currently pay by Direct Debit, you do not need to do anything. Nothing will change.

The Service will be available soon and we will make an announcement on our website when the service is live.

## Customer Success Team

Our former Allocations and Tenancy Sustainment teams have merged to create one team of Housing Officers who will all be able to assist you with both your allocation and tenancy enquiries. The team will work closely with our colleagues throughout the organisation, new Wellbeing Hub Team and local partners to provide you with advice and assistance to support you in your tenancy.

As a result of the change you may have a new Housing Officer, when you contact us we will inform you who this is that will take forward your enquiry.

As we continue to navigate lockdown restrictions and Government guidance our team have been busy ensuring our customers who have an urgent housing need have been able to secure a home. In 2020/21 we allocated 251 properties to customers. Our Mutual Exchanges started again when we moved to Tier 2 and will continue whilst we are in Tier 2 and below. If you are looking for a Mutual Exchange please complete the form found on our website and send into [cvha@cvha.org.uk](mailto:cvha@cvha.org.uk)

As restrictions ease, you will start to see our Officers out and about in our estates more frequently. Until Government restrictions ease further though, we are still unable to carry out visits in your home to protect both you and us. However, please continue to contact our staff on 01698 268855, via the website or email on [cvha@cvha.org.uk](mailto:cvha@cvha.org.uk) for advice and assistance about your tenancy or local community.

## Revenue

Our Revenue Team continue to provide advice, information and support to our customers on all matters relating to their rent account. As we move into Tier 2 our Revenue Officers will be able to go out into communities and make contact with customers who we have been unable to connect with during the lockdown period.

Talking to someone about your rent can be an important step in gaining control of your finances and seeking help in relation to wider debt advice. If you would like to talk to someone about your rent, how to access support for debt advice or how to maximise your income then please give us a call on 01698 268855 or email us at [cvha@cvha.org.uk](mailto:cvha@cvha.org.uk) and one of our team will get back to you.



## **Development**

The Development Team within the Investment Department of the Association have been exceptionally busy since the turn of the financial year with the following projects for Social Rent about to come off site:-  
24 homes for Social Rent, 8 x 2 apt 2 person cottage flats and 16 x 3 apt 4 person cottage flats.

### **Hamilton Road**

27 flatted homes for Social Rent, a mix of one and 2 bedroom homes.

### **Carlisle Road, Ferniegair**

#### **Low Waters Road, Hamilton**

12 flatted homes for Social Rent, a mix of 1 and 2 bedroom homes.



We are delighted to announce that we have been shortlisted as a finalist in the Inside Housing Development Awards for our Glengowan development. This is a national competition where there were over 300 entries from 160 different organisations. We submitted our Glengowan development into the Best Regeneration category where there were 30 entries split into Rural/Suburban and Urban. This is a fantastic recognition for all of the hard work that went into this development.

# Our key partnership work

## Community Connector

### Community Resilience Funding – Community Connector

Thanks to Community Resilience Funding we have been able to recruit and appoint a Community Connector in January 2021 to help us improve digital inclusion and connectivity for you our customers. The Community Connector role is a dedicated resource that will help us to focus on:

- Developing and implementing a digital inclusion policy
- Establishing a network of partners across other third sector organisations who can support and help our customers
- Provision of advice and information to colleagues to help them support our customers with digital inclusion
- Develop content and accessible resource materials for CVHA website in relation to digital inclusion
- Support customers who received iPads as part of Connecting Scotland connectivity project
- Identify funding opportunities to support digital inclusion work within CVHA

If you would like further information or if you have an idea that you would like to share with us please get in touch by calling us on 01698 268855 or email us at [cvha@vha.org.uk](mailto:cvha@vha.org.uk).

### SFHA Social Housing Fuel Support Fund

**CVHA have successfully received £5,000 to help customers experiencing fuel poverty through the Fuel Bank Foundation. Customers can access the funding by contacting their Housing Officer who will make a referral on their behalf, please call 01698 268855 for assistance.**

### Community Resilience Funding – Family Housing Support Worker

We are working in partnership with Barnardos Youth Housing Support Service to deliver Family Housing Support Services to our most vulnerable customers. This service will be invaluable in helping families to become more confident through a mixture of individual and group work and referrals to other agencies. The service will focus on households with children impacted by the Covid19 Pandemic.

CVHA are committed to ensuring the best possible outcomes for our customers. We have identified that some customers with children have been significantly impacted by the Covid19 Pandemic but we also recognise that there are wider social and economic factors that impact on our customers' ability to thrive and sustain their tenancies.

The provision of support services for families is critical to addressing poverty, inequality, health and attainment. This aim of this service is to help families achieve a settled housing outcome through improves resilience and opportunities to develop their health and wellbeing.

We will have a dedicated part time Family Housing Support Worker within Barnardo's to assist families and children by:

- Providing coaching to the parents so that they feel included and involved in decision making;
- Enabling families and children to recognise their strengths and resources;
- Improving safety;
- Providing family support to improve the confidence and support networks of the family;
- Prevent homelessness where possible and where this is not achievable mitigate the impact of homelessness and trauma on children;
- Improving attainment for all children;
- Improving wellbeing;
- Advocating for the best interests of families and children across all partners;
- Promoting and advocating trauma informed approaches; The Service will work with families and children affected by Covid19 Pandemic and or wider social and economic factors that impact on our customers' ability to thrive and sustain their tenancies.

The service will look to establish wider community links and activities that you will be able to get involved with, all with a view to improving overall wellbeing.

If you think you could benefit from this service please contact one of our Housing Officers on 01698 268855 or email [cvha@cvha.org.uk](mailto:cvha@cvha.org.uk) and we will make arrangements for the Family Support Worker to contact you.

### Brilliant Scotland

**We are excited to be taking part in the 'Brilliant Scotland' project run by the Scottish Federation of Housing Associations in conjunction with the Dolphin Index Organisation. This project is helping numerous Housing Associations in Scotland understand their strengths with a view to helping Clyde Valley and the Scottish Housing Sector become ever stronger.**

**So, in pursuit of this project and simultaneously ensuring the growing success of Clyde Valley we want to see how far our culture is helping all of us feel deeply engaged, creative, innovative and customer focused.**

**The survey to benchmark this has been completed by staff and we will shortly develop an action plan from the results to drive forward creative opportunities.**



## Connecting Scotland

In our last Newsletter we highlighted that we had joined forces with Connecting Scotland, a Scottish Government initiative delivered by the Scottish Council for Voluntary Organisations, which was set up in response to the pandemic with the aim of helping get digitally excluded citizens in Scotland online.

We are really delighted to be able to feedback that we received and handed out 109 iPads to our customers who met the criteria and met our objective of supporting individuals and families with children to allow them to continue their education from home.

We have more than 4000 properties across Lanarkshire and have been working at the heart of our communities to help you, our customers, deal with the effects of the Covid pandemic.

Lynn Wassell, Clyde Valley Chief Executive, said: "We are delighted to be part of Connecting Scotland's campaign, helping digitally excluded customers get connected and being online is very important to Clyde Valley Group.

"This project will help our most vulnerable and isolated customers keep connected and gain access to essential online services that will improve their overall wellbeing."

Throughout the coronavirus crisis, the internet is keeping people connected to friends and family, informed and entertained, and able to learn, work, shop and access health information and other public services.

However, some people can't access these benefits because they don't have the confidence, kit and connectivity at home.

Connecting Scotland is working to change this and help get citizens in Scotland online.

Some of the feedback we have received just highlights what a difference it has made to families whose children had been struggling with home schooling.

"the constant internet and having another device will allow myself and my 2 kids that are still in education to complete their work and catch up with that they have missed"

"my daughter got her school work in and even today I'm getting my emails on my college stuff thank goodness. The difference this iPad will make to us all will be amazing"

"my youngest is loving it as he doesn't need to sit at his desk and his I phone has a small screen so it's perfect."

"We're all set up and ready to get on with school work"



**Housing Officer Jane Lennon out and about delivering some of the iPads.**

# Customer Engagement /04

As part of our Customer Experience strategy we are committed to raising awareness of opportunities of how you can participate and influence service improvements. We know that the key to any good service delivery is ensuring that you our customers have a voice and are empowered to use that voice both individually and as a group. We are keen to increase the range of opportunities available for you to do this and encourage user led involvement which will influence services and decisions that will affect you.

Clyde Valley has always had a Customer Panel and over the last year our Panel Members have continued to meet, despite lockdown restrictions. Our Panel lend their voice to a range of topics and have carried out some scrutiny exercises which you can read more about on our website.

In addition to our Customer Panel we are really keen to increase the range of engagement options open and give you the opportunity to dip into sessions that are of interest to you. We are particularly keen to develop an Equalities group, a Customer Scrutiny Group and continue the work we started with the Next Steps programme.

As a starting point we will be looking to carry out a consultation exercise to establish a baseline of needs and wants from you in relation to engagement and how you think we should approach this, what are your preferred methods and how often you think we should be consulting. Examples of methods we can use

include looking at online opportunities – Facebook, surveys, text polls. Twitter via our website, hosting events when restrictions allow etc.

We would be really interested to hear your thoughts on how you would like to engage with us, if you have any ideas you can email us at [cvha@cvha.org.uk](mailto:cvha@cvha.org.uk)

## **Customer Service Excellence**

We will be looking to undertake our Customer service accreditation in August, we were delighted last year to take our total to 10 Compliance plus awards which is a huge achievement and testament to the hard work of our staff.

As part of our accreditation our assessor will be looking to speak to some of our customers, this usually involves a short phone call or Teams chat which we will set up. We will be making contact nearer the time but if it's something you think you might be interested in getting involved in please let us know by emailing [cvha@cvha.org.uk](mailto:cvha@cvha.org.uk)

Our Engagement Plan was published by the Scottish Housing Regulator on March 31 2021, you can find details on our website - <https://cvha.org.uk/about-us/>





# What's going on in Clyde Valley

# /05

We had our Health & Wellbeing day – our staff all loved the box of fruit and veg delivered to them all from a local supplier.

We are also encouraging our staff to use our bikes and safely use the cycle paths to get to work.



22nd January 2021

## Health and Wellbeing Day

**Clear your mind**  
and enjoy some relaxing Yoga  
10:30 am  
4:00 pm

**Take a moment to yourself**  
and join one of our Mindfulness sessions,  
set your morning or afternoon off to a fantastic start  
9:00 am  
2:00 pm

Our staff have participated in Mental Health Awareness week, with many of our staff attending a Confidence to Thrive Webinar, our staff also participated in our annual round walk Strathclyde Park as part of the week.

9 employees across the business have completed the accredited training on Mental Health First Aid (MFHA). Their role is to listen non-judgementally and hold supportive conversations using the Mental Health First Aid action plan & signpost people to professional help.

Our staff are also trained to use a defibrillator.

## Retirements

In Clyde Valley we have recently said farewell to those who have retired. We wish them a long and happy retirement.

Goodbye to

### Housing Officers

Helen Lewis  
Janet King

### Allocation Assistants

Maureen Hart  
Helen O'Donnell

### Revenue Officer

Patricia McLaughlin  
Linda McGuinness

### Factoring Officer

Alison Wilson



Some members of our Business Improvement, Corporate and IT staff completing the annual charity walk

# Our charity of the Year

## St Andrews Hospice 2020-21

Clyde Valley's nominated charity of the year is St Andrew's Hospice, this is a specialist palliative care hospice, who provide multidisciplinary support for patients, families and carers in the following areas:

- Up to 30 inpatient specialist palliative care beds
- Outpatient & Wellbeing services for specialist palliative care services
- Community Support at Home Services
- Grief & Bereavement Support Services
- Consultant Led Medical Team

St Andrew's is a registered charity providing care and treatment for those living with life-limiting illnesses. Whilst they receive funding from NHS Lanarkshire, this only partially covers their running costs.

Continued provision of these services is only made possible by the generosity and assistance of the people of Lanarkshire. As our charity of the year we want to try and raise as much money as we can to assist the charity in providing such specialist supports that will be so vital to so many people.

To find out more about this fantastic charity please follow this link;

<https://www.st-andrews-hospice.com/about-the-hospice/>

We are well on our way to reaching our target of £3000 via fundraising events and just giving donations via staffs monthly salary. All raised funds up to £3000, CVG will cost match. Meaning this year, we could raise a huge £6000 for our nominated charity! This is a first for CVG and we are on track to meet and hopefully exceed that target.

As part of recent fundraising activities, staff met up and took part in the Kiltwalk by walking and paddleboarding round the local areas. Our staff also took part in our annual park walk, a little different this year in that small groups met up rather than one big outing. As you can see from the pictures we were lucky with the weather!

- Scotland's Virtual Kiltwalk 23-25 April 2021
- Strathclyde Park charity walk 14th May 2021



Customer Service Manager Lee Valentine and Business Improvement Manager Sarah Parker taking to the water for the Kilt walk



Some of our Technical Inspector Team getting the steps in



Members of our Revenue Team enjoying the fresh air out in the park as part of the Kilt walk



## Climate Emergency Training

Recently our Chief Executive Lynn Wassell, Development & Property Director John Duncan and members of the Development and Corporate Team attended Climate Emergency Training presented by Keep Scotland Beautiful.

Our team learned more about causes, impacts, opportunities and risks posed by climate change. The course explored the key role of the social housing sector in achieving Scotland's emission reduction aims, and the low carbon behaviours and actions required to achieve these aims.

The course took place over four weeks, through a mix of weekly live sessions, and self-study homework tasks. At the end of the four weeks, all demonstrated their learning through a short course assessment. The assessment asked our staff to commit to changes they will make in their life and changes they would like to make to help our customers and staff at CVHA work towards achieving the Scottish Government target of being carbon neutral by 2045.

Throughout the course, we explored the concept of Carbon Footprints, including through using our own carbon footprints as a basis for discussion around how society may need to change to achieve emissions reduction. You can check your carbon footprint by using the WWF calculator - [footprint.wwf.org.uk](http://footprint.wwf.org.uk)

We look forward to keeping you updated on the changes we will do to make CVHA to reduce our carbon footprint.



Members of our Customer Success Team getting into the spirit with their tartan for the kilt walk





# Customer Complaints

Over the last year we have been making some improvements as to how you can make complaint to us. We always aim to deliver an outstanding service but when we don't we want to hear from you. This process should be easy and clear for you and if you ever have any feedback as to how this process can be improved please don't hesitate to get in touch and let us know.

Some of the improvements we have made include updating our website with our New Customer Complaints Guide, this will tell you all about what you can and can't complain about, how you can complain, what happens at stage 1 and 2 and what to expect during this process. Along with this guide you can also find on our website our Complaints Policy, Customer Service Standards leaflet and Customer Care & Service Standards Policy. Customer Complaints [cvha.org.uk](http://cvha.org.uk)

We also added to our website a survey link which allows you to submit some feedback after you have had a final response to your complaint.

We have just finished our Annual Complaint Report which you can now find on our website <https://bit.ly/3APVzyq>

In addition to adding information to our website, we also provided training on our complaints process to all of our staff within CVHA. As part of the guidance by the SPSO it is now a requirement that all front line staff should be trained and be able to deal with all stage 1 complaints.

Like all services and processes there should always be a need for continuous improvement and with that in mind

- We have established a learning from Customer feedback group which will help us look at what you are telling us and how we can improve our services. You can read more about this group in our annual report.
- We are looking at further training from the SPSO for our staff
- We will provide you with a quarterly complaints 'you said we did' update on our website to detail the amount of complaints we have received and provide an update on what actions/learning we are taking forward

## Making a complaint

If you wish to make a complaint to us or have someone represent you to make a complaint you can do this by

- **Post**  
Corporate Team  
50 Scott Street  
Motherwell  
ML1 1PN
- **Email** [cvha@cvha.org.uk](mailto:cvha@cvha.org.uk)
- **Phone call** – you can speak to any of our team to make a complaint 01698 268 855
- **Via our website** [www.cvha.org.uk](http://www.cvha.org.uk)

## We need you!

We are keen to review our approaches and experiment with new opportunities around how you can engage with us, making sure there are a variety of ways for you to influence decision making processes at a level that suits you.

This could range from

- Board representation - Quarterly meetings
- Customer Panel Member - Monthly meetings
- Scrutiny Group Member - Ad hoc when a topic is of interest
- Agreeing to a phone interview
- Contributing to online social media polls
- Attending an engagement session within your local area or at our office space

Options for participation will continually change as we experiment with new approaches and adapt to changing preferences and new opportunities for utilising technology.

We are really keen to hear from anyone who is interested in participating in any kind of engagement session and if you have your own ideas as to what we can be doing. We will aim to ensure you will have suitable training available to you so that you have the necessary skills and resources to allow you to get involved with confidence.

If this sounds like something you would like to get involved in please email [cvha@cvha.org.uk](mailto:cvha@cvha.org.uk) with your contact details and someone from our Wellbeing Team will be in touch.

### Complaints received in 2020-21



Stage 1 (65) Stage 2 (11)

### Breakdown by Department



Property & Development (37)  
Customer Services (38)

# Gas Safety

# /08

As a customer of Clyde Valley House Association, if you live in a home which has gas provided, we as your landlord have a legal responsibility when it comes to gas safety. These responsibilities are laid out in the relevant gas safety legislation, such as the Gas Safety (Installation and Use) Regulations 1998 in Great Britain

There are specific duties that we as a landlords require to undertake in order to keep our customers safe. The key duty is to undertake an annual gas safety check to make sure that any gas appliances and flues provided for customers are safe for continued use. We will arrange for them to be checked for safety every 12 months by a Gas Safe registered engineer. A record of this annual gas safety check will include specific information on the results of the tests carried out. A copy of the gas safety record must be provided to an existing customer within 28 days of the check being completed or to new customer when they move in. We are required to keep copies of the record for two years.

As a landlord we need to ensure that we take reasonable steps to gain access to the properties in order to meet our legal responsibilities. Our Gas safe registered engineers City Technical will contact you and make an appointment. If City Technical fail to gain access they will make a second appointment. Should neither of these appointments be kept and City Technical fail to get access, we will send a third letter asking a customer to contact us to make the appointment. Failure to respond to this third contact will result in a final piece of correspondence informing customers that we will have to take action to force access to their property in order to carry out the gas safety check.

If you are a customer, we do request that you should allow the Gas Safe registered engineer appointed by us to access your property to carry out maintenance or safety checks on appliances and/or chimneys/flues that we provide for your use. Doing this as early in the process as is possible will ensure that we meet our legal requirements and keep our customers safe. Remember to ask to see the engineer's Gas Safe Register ID card to confirm they are registered and qualified to carry out the necessary work.





As a landlord, we have an obligation to do everything we can to keep our customers safe. As part of this, we are currently placing an increased focus on fire safety. This includes making sure that all closes, shared internal areas, landings and stairwells are kept free of all items and personal possessions.

Our Housing Officers complete close inspections and, if they find any items in closes or communal areas, they will alert the customer by posting a card through letter box and ask for these to be removed. If items remain after you have been asked to remove them, we may remove them ourselves and charge you for the cost of their removal. In the event that an item poses a serious hazard or fire risk, we may remove it immediately.

You can help to keep everyone safe by making sure that nothing is left in your close or communal area at any time. If you have any questions about this, please contact your Housing Officer.



# Info point

The simplest and quickest way to report a repair is to phone our CVHA Repairs Freephone on:

**0800 073 0703**

## New Freephone number to pay your rent

As part of our overall improvement package, we have made it easier for you to pay your rent via a new telephone option for rent and factoring payments.

A **Freephone number**, the service is available from 07.00am to 10.00pm, 7 days a week, accepting debit card payments.

The number to call is:

**0800 158 3298**

Please have your card details ready when you call.

Remember, you can also pay by Direct

Debit, Standing Order or payment card (Allpay) - we want to make it easy for you to keep on top of your bills.



There is also our **App** that can be downloaded to your phone or tablet where you can view your account and click through to make payments - for this you will need your unique reference number - your Housing Officer can provide you with it.

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



CLYDE VALLEY GROUP

### Contact numbers

Emergency contact numbers for holidays

CVHA Repairs Freephone 0800 073 0703

Emergency Repairs (out of hours)

Scottish Gas - smell of gas 0800 111 999

Scottish Power - no electricity 0800 111 4686

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

**our Income Maximisation Officers on 01698 328266 and 01698 244694**

### Useful numbers

Anti-Social Behaviour

North Lanarkshire Council 0300 123 1382

South Lanarkshire Council 0303 123 1015

(Out-of-hours Noise Team) 0800 24 20 24

East Dunbartonshire Council 0300 1234510

Allpay T 0844 557 8321  
www.allpay.net

### Environmental (Dog fouling, vermin, roads)

North Lanarkshire Council – 01698 403110

South Lanarkshire Council – 0303 123 1015

East Dunbartonshire Council – 0300 123 4510

### ASB

North Lanarkshire Council Out of Hours 0300 123 1382

South Lanarkshire Council Out of Hours 0800 389 1105

East Dunbartonshire Council Out of Hours 0300 123 4510

### 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.  
[cvha@cvha.org.uk](mailto:cvha@cvha.org.uk)

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



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