

INSIDE:
How we are
supporting the
community
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Season's Greetings from everyone at Knowes

Our staff will be unavailable over the festive season from midday on **Thursday 24th December 2020** until **9.00am on Monday 4th January 2021** when they will return to working online and via telephone enquiries. Our office remains closed until further notice as per Scottish Government regulations.

Emergency Repairs

For emergency repairs call the McDougall Group on **0800 975 1234**

For emergency gas repairs call City Building directly on **0800 595 595**

For emergency gas escapes call Transco on **0800 111 999**

**DON'T FORGET TO FOLLOW US
ON FACEBOOK TO KEEP UP-TO-
DATE WITH OUR LATEST NEWS**

Please add us today to keep up-to-date with our latest news, and local information and events.

We will also use our page to inform you of our services and any changes to our services during the Covid pandemic situation.



Christmas Payments

Our office will be closed on the following dates; midday on the 24th December till Monday the 4th January 2021

You can still continue to pay your rent by Bank Standing Order or online payment during this period. The Portal will also be available in the near future to use to make a payment.

If you are currently not paying by Bank Standing Order and would like to set it up for the New Year in 2021, please contact your Housing officer and they will assist you with how you go about it.

It is a simple form that you complete and pass to your bank either in person at the Bank or via their banking app.

Knowing your Rent payments are organised for the year ahead gives peace of mind and wards off unnecessary missed payments during this time. Let's approach 2021 as debt free as we possibly can.

Contact your Housing Officer to discuss setting up a Bank Standing Order or to discuss any other rent related matters in the run up to Christmas.

Coming Soon: Knowes HA's New Customer Portal

Knowes HA's new Customer Portal will allow our customers to check and amend their details online, check the balance on their rent or owner account and make a card payment to their account. Customers will also be able to report a repair and check the status of existing repairs on their property, report anti-social behaviour and make a complaint or contact a member of Knowes HA staff.



Tenancy Sustainment Officer

The Association has recently been awarded funding along with Clydebank and Dalmuir Park Housing Associations, to employ a tenancy sustainment officer. Nikki Quinn, who recently worked with us as a Housing Officer, was successful in the recruitment process and will be starting in the post in December. Nikki's time will be split between the 3 organisations and she will be responsible for assisting tenants who are struggling to manage their tenancy's. We are expecting Nikki to have a real impact in helping our tenants.

Complaints

From 1st April 2020 to 30 November 2020 we received three Stage 1 complaints and three Stage 2 complaints all of which were responded to within the correct timescales.

Keep Fairley Tidy

Our contractor, Caledonian Maintenance, has been busy working in our community to ensure the weekly bulk rubbish is taken away from the area as quickly as possible. This service is provided for all the tenement properties that are on our Close Cleaning service.

With Christmas around the corner and the likelihood that residents will be disposing of boxes and rubbish, can we ask that you help our Contractors and WDC cleansing by doing the following:

Where you have them, use the blue recycling bins – fold all your cardboard boxes down as flat as possible and put them into the blue bins. Leaving them outside the bins will only cause them to get wet and become soggy and unsightly.

Contact your Repairs section if you are putting large items or excessive items out and we will ensure the Contractor is notified to arrange their uplift as soon as is possible.

Let's keep our areas looking tidy and clean to bring in the New Year of 2021.

Condition of Closes

There has been a dramatic increase in the amount of items and rubbish left in tenement closes resulting in health and safety issues.

If you have bulk that you want uplifted please leave items in the backcourts beside the bin store. Do not leave items in the close as these can cause safety issues such as;

- Be set on fire putting residents in danger
- Attract vermin
- Cause trip hazards
- Unsightly
- Cause issues when the close is cleaned

In addition, if you have a pram or bicycle then they must be stored in your home, not in the close.

We carry out regular estate inspections and where we find a close in poor condition we will arrange for items to be cleared and disposed of and residents will be charged for this work.



Annual Assurance Statement for the Financial Year 2019-2020

The Governing Body of Knowes Housing Association confirms that the Association complies with the regulatory requirements set out in Chapter 3 of the Regulatory Framework.

The Governing Body can confirm that it has seen and considered appropriate evidence to support the above statement.

This statement was considered by the Governing Body at their meeting on 4th August 2020.

Approved at Management Committee Meeting on 4th August 2020.

Signature (signed)

Rhona Polak

Chairperson

How We're Supporting



Faifley Foodshare

Unfortunately, because of the Covid pandemic we were unable to run our annual bus trip in July for Faifley residents over sixty. The good news is that our bus trip sponsors, the McDougall Group, donated £350 towards Faifley Foodshare. Both David Robbie, Managing Director of the McDougall Group and Knowes HA Director, Pierre De Fence went down to the White Church to hand over the cheque and see for themselves the fantastic work that is going on in the community.

We were also able to help Faifley Foodshare by securing funding through the Support for

Communities Grant for brand new doors to be installed at the Foodshare distribution hall in the White Church. The previous doors were too narrow to allow people to pass each other at a safe distance as per the Covid 19 restrictions, and as the new ones are double-glazed the hall will be warmer too.

The Support for Communities grant also allowed us to provide activity packs for Faifley children and families during the summer months.

Digital Connector

Digital exclusion can create additional layers of social exclusion and exacerbate social and economic problems. We have obtained funding to employ a Digital Connector through to help our digitally excluded tenants within Faifley and Clydebank. The post holder will provide training and support to build knowledge and confidence in digital skills and using the internet effectively whilst staying safe.

Tablets

Knowes HA managed to secure funding from the Scottish Government to purchase 51 tablets (and wifi where needed) which we have distributed within the community to folk referred by their housing officer or Faifley Foodshare.

ing the Community

Knowes Nursery Donations

We were delighted to help Lennox Drive Early Learning Centre and Auchnacraig Nursery School with their Christmas appeals. We donated the money to purchase three gazebos at Auchnacraig to help the children

to stay dry while they enjoyed outdoor learning and helped with the purchase of Christmas presents for Santa to give out at the Christmas party at Lennox Drive.



Tenancy Sustainment Officer

We have obtained funding to employ a Tenancy Sustainment Officer for 30 months to work across Faifley and Clydebank. They will provide information, advice and signpost tenants and customers of Clydebank, Knowes and Dalmuir Park Housing Associations to assist them to establish, manage and sustain their tenancies. By providing this support we aim to minimise the costs (financial and social) to the individual, their local community and to the Associations that are associated with tenancy failure.

Energy Redress Scheme

We have been able to help tenants with energy costs through the energy redress project, which has enabled us to obtain energy vouchers for tenants on pre-payment meters.

PROPOSED CLOSURE OF THE CASH COUNTER



Since the transfer from Scottish Homes in 1998, Knowes has accepted cash, cheques and latterly card payments at our cash counter in our office in Faifley. In the beginning the cash counter was well used by our customers and was cost effective to run. However in the last few years we have noticed that our cash counter is being used less and less and on some days during the month there are very few to no customers coming in during the day to pay at the counter.

For the last financial year before the Covid pandemic less than 6% of our customers paid in cash at our cash counter. Another 5% came into pay at our counter but paid by card. We also accept card payments over the phone and 21% of our customers chose to do that instead. Since Covid and the necessary closure of our office to customers, less than 0.1% of our customers are choosing to pay by cheque, nearly all of the customers who used the cash counter have now switched to standing order through their bank or card payments by telephone. Within the next few months we will be introducing a customer portal for all our customers and you will be able to pay your rent or owner account through the portal also. This new service will have the benefit of being available to customers 24/7.

The current methods of paying your rent or owner invoice are as follows:-

1. Standing order (this is our preferred method of payment as it is the most cost effective)
2. Card by telephone

3. Telephone or online banking through your own account
4. Direct payment via Housing Benefit or Universal credit for those tenants in receipt of these benefits.
5. Soon to be introduced – card payment through our customer portal

A very few of our customers are still sending cheques into the office. We prefer you not to do that if at all possible as cheques can easily be lost in the post. If you only wish to deal in cash transactions you do have the option to pay at your own bank in person quoting your tenancy reference number.

No one at present can say when this pandemic will be over and consequently when our office will be open again to customers. We hope it will be sometime in 2021 but we cannot say for certain. However once our office does open its doors again we would prefer not to re-open the cash counter. This is because it is not cost-effective to run this service which only a minority of our customers now use. Also for health and safety reasons – coming into our office to pay by cash, especially during winter months, is the one of the quickest ways to spread colds and flu to our customers and staff. Once we are through the Covid-19 pandemic there is no guarantee that we may not face other future pandemics and we may not be able to return to our past ways of operating.

On a more positive note, since the cash counter has been closed, we have saved on staff costs and banking and security

fees. These savings are being passed onto our customers next year through a proposed rent freeze and possible lower rent increases in years to come. Owner occupiers should see lower increases in factoring management fees. Knowes' Management Committee after consideration have agreed in principle not to re-open the cash counter once the office opens again. However we would like to consult with you, our customers, to take on board your opinions. Tenants are being asked to comment on this through question 5 of our rent survey. As owners do not participate in the rent survey we would ask you to respond to this separately and tell us your answers via email info@knowes.org or calling the office and asking to speak to a member of the finance team.

For customers who are owner occupiers please answer the question below:

Do you agree with the closure of Knowes' cash counter?

- Strongly agree
- Somewhat agree
- Neither agree/nor disagree
- Somewhat disagree
- Strongly disagree

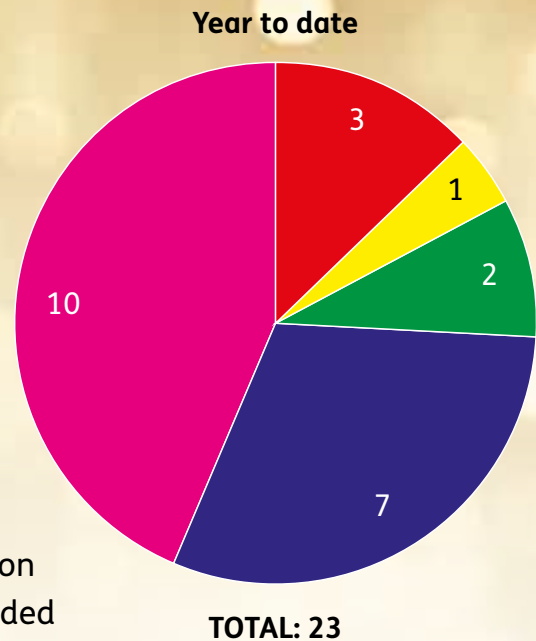
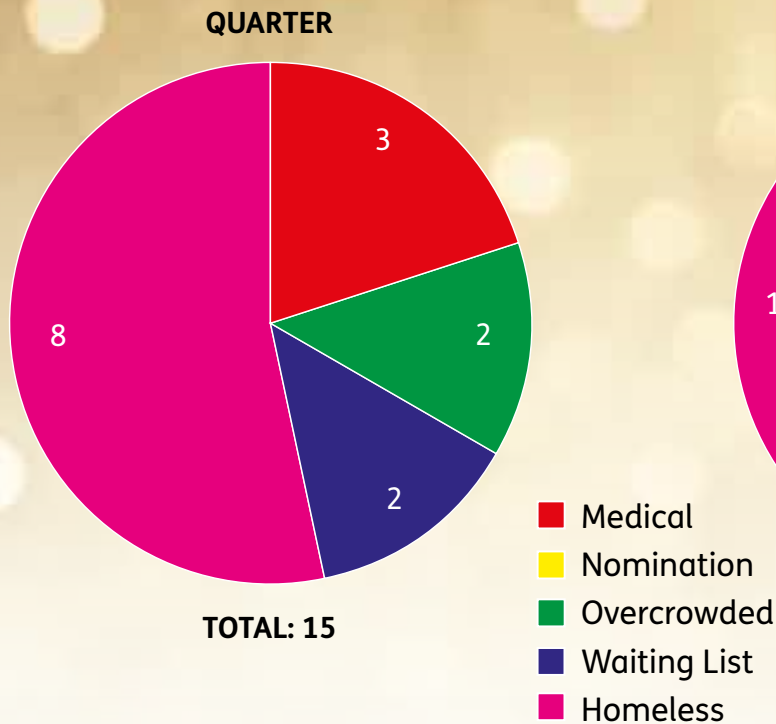
Please let us have any comments or reasons for the answer you select above – particularly if you disagree or have any concerns about this proposal.

For customers who are tenants of Knowes please send us your responses via the rent survey.

As always your answers are important to us. We will take on board your responses and the comments you make to help shape future services.

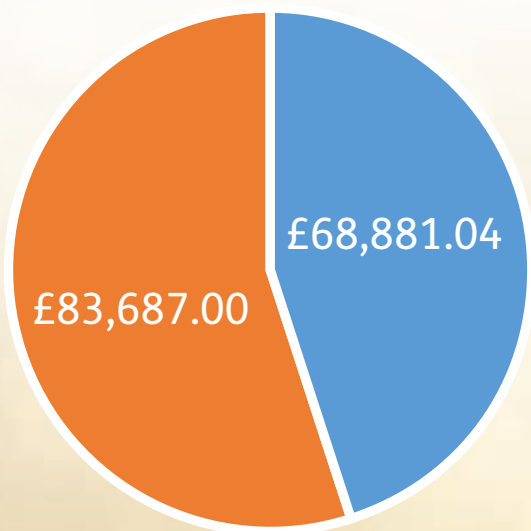
Allocations Performance

1st April to 30 November 2020

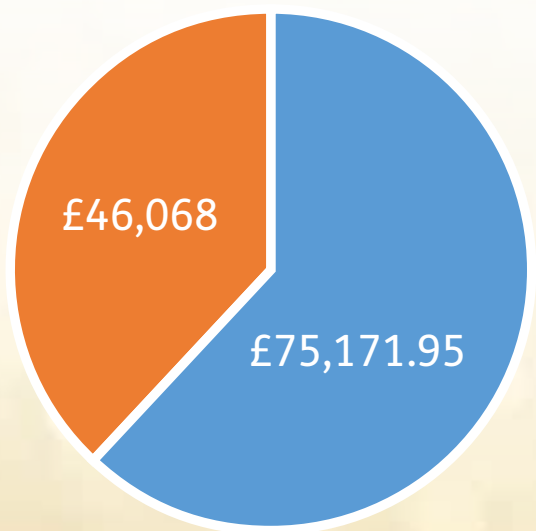


GROSS RENT ARREARS
OCTOBER 2020 = £152,568.04

GROSS ARREARS
OCTOBER 2019 = £121,239.95



Other Arrears



UC arrears

Rent arrears management has been a great challenge over the past year particularly with many tenants being affected by covid-19. However we have provided many tenants with advice and assistance through our partnership working with Clydbank Independent Resource Center who have continued to give benefits advice throughout this period.

Our arrears, as can be seen by the above graph, continue to see Universal Credit impact on the cumulative debt tenants have with the Association, and compared to October 2019, 38% of the total arrear related to UC, this year 55% of the total relates to tenants who are in receipt of UC.

MAINTENANCE PROGRAMME 2020/21

Description of Work	Progress
Kitchens Phase 13, Type 4, 8 & 9(Whitehill Cres, Limekilns St, Lennox Dr, Abbeylands Rd, Langfaulds Cres, Quarryknowe St, John Burnside Drive, Mealkirk St, Ferclay St, Craighanzo St, Watchmeal Cres)	Commence in January 2021
Fire Safety Compliance	In progress
Doors, Type 10 (Auchnacraig Rd, Faifley Rd, Waulkingmill Rd)	Project complete
Windows & Doors, Type 13 (Veitches Court)	Project complete

MAINTENANCE PROGRAMME 21/22

Description of Work
Bathrooms Type 10 & 14 (Langfaulds Cres, Langside Street, Addresses outwith Faifley)
Kitchens Type 16, 17 & 18 (Quarryknowe St, Faifley Rd, Foxknowe Gards, Orbiston Dr, Swallow Rd)

PERFORMANCE YEAR TO DATE 1/4/2020 - 31/10/2020

Priority	% Complete in Time	% Target
Attend 2 Hours complete within 24 - Emergency	100	100
Attend 2 Hours complete within 24 - Call Out	100	100
Gas Repairs - Same Day	99.78	100
Right to Repair	100	100
Urgent Repairs (5 days)	96.05	98
Routine Repairs (15 days)	98.82	98
Void Repairs	92	100

APPLYING FOR HOUSING

As you may already be aware, housing applications can be completed online via our application form on our website <https://knowes.org/housing-application-form/>

You can also access our Medical Assessment & Social & Care Points application forms using this link, if you are applying for rehousing for medical or social/care reasons. We would always recommend you contact us prior to doing so, to ensure you are completing the correct form.

If you do not have internet access or would have difficulty completing our online form, you should contact us on (01389) 877752 and select Option 2 and Karen or Natasha will provide you with the necessary assistance.

Please ensure you complete all sections of our forms by answering all questions giving as much detail as possible and provide additional evidence where required. Also, please remember to include details for everyone who will be moving with you. Photographic ID is also requested at application stage from the main applicant/s and this can be provided via email after you have applied.



We carry out New Applicant Interviews (via telephone at present) with all applicants who have never held a

tenancy with us. This allows you to discuss housing options, future requirements and to answer any questions these applicants may have about the Association, our processes and the area in general.

General allocations enquiries can also be made by emailing our Info Box info@knowes.org

Please also note that turnover is fairly low at present, due to the pandemic situation, and our availability is mostly 3apt and 4apt tenement flats (first floor and above).

Homesafe Key Benefits Document

Are your tenants protected effectively from loss?

Homesafe offers all-encompassing cover to tenants without the administration or financial burden for you and supports financial inclusion for your organisation.

Benefits for your organisation:

- Partnership with Aviva – the UK's largest insurer¹
- "Hands-off" approach with no administration or financial implications for you as the landlord
- Free marketing support - we supply content for advertising the scheme and a purpose-built website containing all the scheme details including "click to apply" online application
- A dedicated client manager to offer support and guidance through the scheme set-up
- Demonstrates financial inclusion as schemes are supported by the Financial Inclusion Commission



Benefits for your tenants:

- Premiums from £1.47 - £3.03 per month for £4,000 sums insured*
- No excess to pay on any claim
- Games consoles, laptops, sheds and outbuildings covered as standard
- Online application via <https://www.homesafe-tci.co.uk/>
- Pay as you go, with no fixed term
- Contents replaced as new (except clothing and linen)
- Lost keys for doors and windows covered as standard
- Fast and efficient claims handling – once claim settled, payment to tenant within 14 days

For more information:

Call: 07717 851070
Email: joelle.nixon@aon.co.uk
Visit: insurance.aon.co.uk/tci

*Prices vary by postcode. Prices shown include Insurance Premium Tax (IPT) charged at the appropriate rate.
¹<https://www.nisinsurance.com/news/biggest-insurance-companies-uk/>

Tenants Contents Insurance is arranged by Aon UK Limited and underwritten by Aviva Insurance Limited. Aon UK Limited is authorised and regulated by the Financial Conduct Authority. FPCENT2918.TP



WDC Housing Options and Homeless Service Update

West Dunbartonshire Council's Housing Options and Homeless service can be contacted directly on a new number.

Anyone concerned about their housing situation or think they might be homeless or threatened with homelessness can contact the team on 01389 776400 (Monday to Friday 9am to 4.30pm). They can also email the team at HousingOptionsClydebank@west-dunbarton.gov.uk

The emergency out of hours contact number (after 4.30pm Monday to Friday, or from 4.30pm on Friday to 9am on Monday) remains as Freephone 0800 197 1004.

To: Chief Executives/ Directors of Registered Social Landlords / Chief Housing Officers/ Directors of Housing of Local Authorities and all landlord representative bodies.

30 October 2020

Dear colleague,

Scottish Social Housing Charter: Our Headline National Analysis and Landlord Reports

We published our reports on social landlords' performance against the standards and outcomes of the Scottish Social Housing Charter today, including our national analysis headline report.

We are publishing this year's report during the COVID-19 pandemic. We know the pandemic has presented unprecedented challenges for social landlords, tenants, people who are homeless and other service users.

While the pandemic continues to have a major impact on the environment that social landlords are operating in, it did not materially affect landlords' performance over the period covered by this report – 1 April 2019 to 31 March 2020.

Our national analysis shows that, overall, landlords continued to perform well in the service areas that matter most to tenants and almost nine out of ten tenants said they were satisfied with their landlord's overall service.

Alongside our national analysis, we have published a suite of accessible performance information. This includes our landlord reports and modernised comparison tool, our live data tables, and all of the information social landlords provided under the Charter.

Our landlord reports let tenants see how their landlord did when it comes to things they told us matter most, such as homes and rents, value for money, neighbourhood management and repairs and maintenance.

Our comparison tool lets tenants compare their landlord's performance against other landlords and the Scottish average. This year, we've modernised the comparison tool to make it even easier to access and easier to use for people using different devices and assistive technologies such as laptops, mobile phones, tablets and screen readers.

Our data tables make information available for landlords to benchmark their performance. The data tables can be filtered to show how local authorities or registered social landlords performed against each of the individual Charter standards and outcomes and how that compares with the preceding three years.

We expect landlords to make our landlord reports available to their tenants in the most appropriate way, to report on their performance to tenants and service users by the extended deadline of December 2020 and to involve their tenants in the assessment and scrutiny of this performance.

Our headline analysis, landlord reports and comparison tool, and extended suite of performance information are all available on our website www.housingregulator.gov.scot. I hope you find them helpful.

Over the coming months we will continue to work with tenants, people who are homeless and other service users, social landlords, the Scottish Government and the Social Housing Resilience Group as we all work to tackle the challenges of COVID-19.

Stay safe,



Ian Brennan
Director of Regulation

Scottish Housing Regulator, Buchanan House,
58 Port Dundas Road,
Glasgow
G4 0HF

www.housingregulator.gov.scot

Beat the chill this winter with funding and support from Home Energy Scotland



If you're worried about your bills, or if your home is cold and difficult to heat, Home Energy Scotland can help you access funding and support to improve the energy efficiency of your property.

Home Energy Scotland is an energy advice service funded by the Scottish Government that provides free, impartial advice to help people stay in control of energy use and save money on their bills. The service has no affiliation with energy suppliers and the team never cold call.

Home Energy Scotland can help in a range of ways including:

- Help with funding and grants available for new boilers, insulation and heating systems
- Advisors can check eligibility for discounts from energy suppliers
- Help with making sure you are getting the best energy deal



- Support for households with prepayment meters who are worried about topping up

How to get in touch

If you are, or someone you know is worried about energy bills, call **0808 808 2282** or email advice@sc.homeenergyscotland.org and a friendly advisor will be in touch. Calls are free and lines are open Monday to Friday 8am to 8pm and Saturday from 9am to 5pm.

Proposal for rent freeze for 1st April 2021 to 31st March 2022

Knowes is delighted to be able to offer its tenants a rent freeze for the new financial year commencing 1st April 2021. We would like you to take the time to give us feedback on our proposals.

Through careful budgeting, cost control and efficiency savings Knowes has managed to keep its rent increases below the average in its peer group for the last few years. On the 1st April 2020 our rent increase was 1.7% (peer group average increase 2.2%). Our average weekly rent for last year was £79.26 and the average for our peer group was £82.83.

In line with our business plan and cash flow projections, our proposed rent increase for 1/4/2020 would have been 1.5% - which we still believe would have been below our peer group average proposals. However taking into

consideration the financial difficulties caused to our tenants by the Covid-19 pandemic we would like to offer you a zero rent increase next year.

If you wish to respond to our rent survey and read more about how we set rents and plan ahead – please log on to our website page at **www.knowes.org**.

We will also be emailing a link to our survey to all tenants who have given us their email address.

If you don't have access to email or our website, then we will be happy to conduct the survey over the phone – please telephone 01389 877752 and select the Corporate Services option or we can post the survey out to you with a reply paid envelope. We would like your responses back by **Friday 8th January 2021**. All completed responses will be entered into a prize draw with a chance to win £50.00 in vouchers.



Scottish Government
Riaghaltas na h-Alba
gov.scot



Minister for Local Government, Housing and Planning
Kevin Stewart MSP

Community Wellbeing Spokesperson
(job-share)
Councillor Elena Whitham

T: 0300 244 4000
E: scottish.ministers@gov.scot

Local Authority Convenors of Housing RSL Chief Executives

6 November 2020

Dear Colleagues,

We want to thank everyone for their continued work in delivering services to tenants and communities across Scotland and thought it would be helpful to set out our expectations for service delivery following the introduction on 2nd November 2020 of a new five level system of measures to help tackle the spread of COVID-19.

We also wish to provide reassurance to those working in the sector about what the current measures mean for supporting the workforce to stay safe, and for service delivery.

As we all collectively work to keep our country moving throughout this pandemic, suppressing the virus and ensuring people are safe, it is important that we do all we can to ensure that essential services continue to be delivered. A vital factor in this is ensuring that employers, and members of the workforce, feel supported and understand and are able to follow the public health advice.

Services to tenants such as repairs, voids processing, allocations and lettings, dealing with anti-social behaviour, tenancy sustainment and homelessness prevention work are all essential services. These should continue to take place throughout the pandemic, in line with public health advice, with employers taking the relevant steps to ensure infection prevention and control measures are in place and that support is available for employees in line with current public health guidance.

We know that the work of the Housing Sector Resilience Groups, in identifying and helping to resolve the challenges that the sector has, and continues to face in light of the pandemic, has been instrumental in developing safe practices and guidance for the housing sector.

We also recognise that delivering services in these unprecedented times presents considerable challenges and that the lessons learned from responding to the national lockdown in March can be used to help continue service delivery in a Covid-19 safe manner.

At this time, it is particularly important to ensure the confidence of employees in taking forward the work required to ensure that allocations and voids processing continues following the introduction of the tiered system of measures, especially as we work towards increasing allocations to homeless households.

A link to the Safe Working In Void Properties guidance can be found here:- <http://alacho.org/covid-19/>

Work can continue to be carried out in people's homes, provided that the tradesperson is well, is not showing COVID-19 symptoms and neither they nor any of their household are self-isolating. This covers tradespeople and professionals such as plumbers, electricians, surveyors, and home improvement services such as carpet and blind fitters.

Tradespersons can share vehicles for necessary work related travel only. Scottish Government safe operation of workplace guidance applies if you are travelling in a vehicle as part of your job or business and sets out the steps to be taken to reduce the risk of infection. <https://www.gov.scot/publications/coronavirus-covid-19-general-guidance-for-safer-workplaces/pages/operational-guide-and-checklist/#traveltowork>

Professionals and trades who need to enter people's homes to facilitate a home move can also continue to do so as long as the current public health and safe working guidance can be followed.

Scottish Government guidance on moving home has been updated to coincide with introduction of the five level system of coronavirus measures on 2nd of November 2020.

All home moves are permitted, including mutual exchanges, provided they can be carried out safely. This guidance provides advice on how to do this. People can move home in all protection levels, and to and from areas with different levels, but landlords, letting agents and individuals may wish to consider whether

they can postpone a move and related activities in areas subject to level 4 protections.

Relevant businesses can also continue to support people to move home in all protection levels, and should follow the Scottish Government's latest guidance for employers and businesses on COVID-19.

The guidance on moving home sets out that tradespeople should seek to minimise contact with home occupiers at all times and follow government guidelines on physical distancing and the use of face coverings.

We also recognise that there may be instances where maintaining physical distancing at all times is not possible for removal people moving items of furniture. It sets out that in those circumstances:

- Removal people should seek to minimise contact with home occupiers at all times and follow government guidelines on physical distancing and the use of face coverings
- Removal people should implement a "buddy" system and ensure that the same people work together when moving bulky items and furniture
- People are asked to avoid asking friends or relatives from a different household to come into their home to help them move, where at all possible.

Where work can be undertaken while maintaining physical distancing this should remain the default although close working - with appropriate PPE use - can take place on-site, if necessary, subject to a risk assessment and the relevant safeguards being in place. Site Operating Guidance can be found on the Construction Scotland website here:

<https://www.cs-ic.org/constructionscotland/resources/>.

In addition to the above guidance, the Construction Industry Coronavirus Forum (CICV Forum), a collection of construction trade and professional bodies, have also been preparing material that will help businesses and customers to undertake domestic work safely. These can be found on the CICV Forum website here: <http://cicvforum.co.uk/>

We will continue to keep the guidance notes under review and update it as required throughout the pandemic. If you have any questions in relation to housing services then please direct them to Naeem Bhatti - Naeem.bhatti@gov.scot

The safety of our workforce, tenants and wider communities is an absolute priority at this time. We have set out guidance and advice, and made support available should it be required, for example if an employee shows symptoms of COVID-19 or is a contact and must self-isolate. We understand the anxiety that everyone is facing just now, and that this may be greater for those working in public facing roles.

Recognising that the current situation continues to unfold we recognise the need to continue to respond as and when any new developments arise. It may become necessary at some point to move beyond the five levels of protection and pause some housing related activity for a short period of time to manage the spread of COVID-19. While this is not the current situation, we will let you know if this has to happen.

We hope you find the content of this letter helpful and we thank you again for all that you and your colleagues are doing in keeping our country safe and moving during these difficult time.

KEVIN STEWART
Minister for Local Government,
Housing and Planning
Scottish Government

COUNCILLOR ELENA WHITHAM
Community Wellbeing
Spokesperson (job-share)
COSLA





Are you interested in renting a lock-up?

The Association owns lock-up garages located in Faifley Road and Swallow Road. These are available for rent to local residents, both tenants and homeowners, who own a car or a motorbike. Lock-ups must only be used for cars and motorbikes and should not be used for business or storage.

Who do I contact about renting a lock-up?

If you wish any further information about our lock-ups, please contact Karen Grainger, our Allocations Officer by telephoning (01389) 877752 and select Option 2. Alternatively, if

you would like to apply to our lock-up waiting list, you can apply online using the following link <https://knowes.org/lock-up-application-form/>

If you do not have internet access or would have difficulty completing our online form, you should contact Karen who will provide you with the necessary assistance.

How much does a lock-up cost?

Lock-up rents are £29.11 every month for tenants of the Association. Non-tenants will pay VAT on top of this.

Housing Officer Update

We are delighted to welcome back Nicola Gerrard to Knowes following her return from maternity leave, and as such, we had to say good bye to Nikki Quinn who was covering Nicola's patch while she was off.

The housing officers can be contacted by calling 01389 877752, option 3 then selecting your housing officer from the list of Jackie Ferrie on 1, Nicola Gerrard on 2 or Thomas Millar on 3.

Phones Update

As a number of Knowes staff are working from home we have organised our phone system to operate as it would if everyone was working from the office. If you need to get in touch please call 01389 877752 and select the person you want to speak to by pressing their option number from the list.

Covid Office Closure

Our office remains closed to the public however we are available on the phone from Monday to Thursday from 9.00am to 5.00pm and on Fridays from 9.00am to 4.45pm by telephoning 01389 877752.

Scottish Housing Regu

Homes and rents

As of 31 March 2020 we owned

1,043 homes

The total rent due from them was

£4,275,070

Average weekly rents

Size of home	Number owned	Weekly Rent	Scottish average	Difference
1 apartment	-	-	£73.47	N/A
2 apartment	82	£70.80	£78.02	-9.3%
3 apartment	563	£75.84	£80.10	-5.3%
4 apartment	363	£84.43	£87.08	-3.0%
5 apartment +	35	£100.46	£96.18	+4.4%

1.7%

We increased our weekly rent on average by 1.7% from the previous year



Tenant Satisfaction

Of the tenants who responded to this landlord's most recent satisfaction survey:

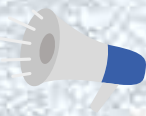
Overall service



90.3%

90.3% said they were satisfied with the overall service it provided, compared to the Scottish average of 89.2%.

Keeping tenants informed



94.2%

94.2% felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of 92.0%.

Opportunities to participate



87.5%

87.5% of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of 87.2%.

Neighbourhoods

Percentage of anti-social behaviour cases resolved

96.8%

96.8% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of 94.1%.

ulator Landlord Report

Quality and maintenance of homes

Scottish Housing Quality Standard

 **96.8%**

96.8% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of 94.4%.

Emergency repairs

 **1.5hrs**

The average time this landlord took to complete emergency repairs was 1.5 hours, compared to the Scottish average of 3.6 hours.

Non-emergency repairs

 **7.7 days**

The average time this landlord took to complete emergency repairs was 7.7 days, compared to the Scottish average of 6.4 days.

Reactive repairs 'right first time'

 **99.1%**

This landlord completed 99.1% of reactive repairs 'right first time' compared to the Scottish average of 92.4%.

Repair or maintenance satisfaction

 **89.3%**

89.3% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of 91.3%.

Value for money

Total rent collected

 **99.2%**

The amount of money this landlord collected for current and past rent was equal to 99.2% of the total rent it was due in the year, compared to the Scottish average of 99.3%.

Rent not collected: empty homes

 **0.2%**

It did not collect 0.2% of rent due because homes were empty, compared to the Scottish average of 1.2%.

Re-let homes

 **7.5 days**

It took an average of 7.5 days to re-let homes, compared to the Scottish average of 31.8 days.

HELPLINE INFORMATION

For many people the winter months and Christmas period can be an especially difficult time and below is a list of some of the organisations that can provide help and advice to those who may need it.



Clydebank Women's Aid - 0141 952 8118

Monday - Friday 9.30 - 4pm

Clydebank Women's Aid are an all-woman local Women's Aid collective who provide information, support and refuge to women, children and young people who have or are experiencing domestic abuse.

Breathing Space – 0800 838587

www.breathingspace.scot

Weekdays: Monday-Thursday 6pm-2am

Weekends: Friday-Monday 6pm-6am

Breathing Space offers a free and confidential support service for any individual who is experiencing low mood or depression, or who is unusually worried and in need of someone to talk to.

Samaritans – 116 123

www.samaritans.org

Samaritans provide confidential non-judgemental emotional support, 24hrs a day, for people who are experiencing feelings of distress or despair including these which could lead to suicide.

Scottish Domestic Abuse and Forced Marriage Helpline – 0800 027 1234

www.sdah.scot

The Scottish Domestic Abuse Helpline offers telephone information and support to anyone affected by domestic abuse or forced marriage.

The Silver Line – 0800 470 8090

www.thesilverline.org.uk

Silver Line is the only free confidential helpline providing information, friendship and advice to older people.

Scottish Families Affected by Alcohol & Drugs (SFAD) – 08080 101011

www.sfad.org.uk

Scottish Families Affected by Alcohol & Drugs exists to support those affected by the substance misuse of a loved one, because families need to recover too. They facilitate a Scotland-wide network of family support groups and run a helpline service.

Alcoholics Anonymous – 0800 917 7650

www.alcoholics-anonymous.org.uk

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problems and help others to recover from alcoholism.

Scottish Society for the Prevention of Cruelty to Animals – 03000 999 999

www.scottishspca.org

Investigating abuse across Scotland, the SPCA are at the forefront of preventing cruelty to animals. They will offer assistance to anyone who has concerns about the welfare of an animal.