

## OFFICE CLOSURE

The Association will  
close on the following  
days:

- Spring Holiday  
Friday 26 May 2023 –  
Monday 29 May 2023
- Glasgow Fair  
Friday 14 July 2023 –  
Monday 17 July 2023
- September Weekend  
Friday 22 September  
2023 – Monday 25  
September 2023



**KNOWES HA**  
**CELEBRATES**  
**25 YEARS**

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# Introduction

**We have been celebrating our 25th Anniversary since April this year. To mark the occasion, we are looking at ways we can give back to the community that has supported us over the years. We will also be celebrating our anniversary at our Annual General Meeting (AGM) on 5th September 2023 and we hope that our share members will join us at this event.**

Knowes HA is a forward-looking organisation and we have made huge improvements to modernise our services. We can be proud of our 25 year history, and the great work of our staff, Management Committee and customers that has helped us get to where we are today. As we look to the future what better way to celebrate 25 years of Knowes

than to support tenants and groups in our local community by organising an over 60's bus trip to Ayr, introducing the good neighbour award where you or a neighbour could win £50 in vouchers and by working with local community groups including Flourishing Faifley. We also intend to re-establish the community 'Walk About', where members of the community can join us on an estate walk to identify changes that need to be made.

This is also a great opportunity for you to meet with other tenants and provide feedback on how we can make positive changes to our local area. These are just a few ways that we intend to give back to the community and show our gratitude for the support that we have received over the last 25 years.

## A MESSAGE FROM OUR CHAIRPERSON – RHONA POLAK

**Knowes Housing Association isn't just about housing – it's about people and homes and the place we live.**

I made the mistake of wandering into Knowes' office when I moved to Faifley 23 years ago to ask who they were and what they did – something I think everybody should do. I'm still asking them questions.

Billy Stevenson has been involved with the Association since Scottish Homes days and was Chairperson when I joined the Committee a few days after moving into here. Over the years I listened to Billy grilling all of the Directors – there was always something he wanted more information on. This happened whether or not he was Chair.

Becoming part of the Committee was important to me. I think you should be involved in what's going on where you live - it doesn't matter how, it could be going to the library, helping at the Secret Garden, coming along to a meeting or for a coffee & cake at Skypoint, coming to Knowes office for the money advice service, going along to the Recycling on Tuesdays at the White Church, meeting other parents at the school gate.

Since Knowes was formed there's been three Directors. Each Director has had their own way of doing things but all of them have had to work alongside the Committee.

This isn't a private company where the directors can just do what they want, they need to work alongside a whole collection of people who have come along to be part of the Committee. For a long time I sat silent as a mouse while everybody else talked. I didn't even know anybody in Faifley never mind any of the streets that were being talked about. Now I can see people I know every time I go out. I can walk to the Co-op and I can see what Knowes has done – there's new houses, solar panels, new trees planted, old trees taken down, new paths, new roads, new bins, the grass is cut, the landscape is looked after, people are out walking dogs, waiting for buses, going to the local shops...and that can all be seen from the main Faifley Road. Start going down the other streets and there's more to see – and more to be done.

Twenty five years is a long time – two Directors have retired, Marie Tait and Pierre De Fence, and another one has taken over, Erica Davidson; I've lost count of the people who have been involved on the Committee. The staff at the office have changed too, and even the way they work, sometimes from home. Many folk have lived here a longer time than I have and will have their own stories but Knowes has been part of the story for all those years. The Association has worked hard to draw money and benefits to the area and look after housing needs. The work doesn't stop – but we can celebrate what's been achieved so far.

## Budding Writers - Share your Stories about Knowes HA!

As part of our 25th anniversary celebrations, we are looking for people to tell us good news stories about the Association to be featured in our next newsletter.

If you submit a good news story you will be entered into a prize draw and will have the chance to win a £30 ASDA voucher!



# Celebrating 25 Years of Knowes Housing Association



Knowes HA has certainly come a long way since it was formed on 1st March 1998 following a large-scale voluntary transfer of 1,115 properties in the Faifley and Duntocher area of Clydebank from the former Scottish Homes.

Knowes currently owns and manages 1049 properties and acts as factor to a further 571 properties in the Faifley area.

Looking back on Knowes HA's 25 years there have been many highlights as the Association has been involved in fantastic projects and activities. We have included some of our favourites below.



1998

## Our journey began here...

Knowes Housing Association opens its doors with 1,115 properties.

## New Build Properties

Around the start of the new millennium we began work on the new build properties in Faifley. This included Knowes View, Faifley Road, Foxknowe Gardens, Orbiston Drive and Quarryknowe Street.

This was an extremely exciting time for the local community as the new properties added to our existing housing stock in the Faifley area. As part of this programme we were able to demolish old, low demand properties.

## A Sense of Place – A New Gateway to Faifley

2005

In 2005, in partnership with Faifley Housing Association and Community Links Scotland, we were delighted to be able to celebrate Faifley's uniqueness with our 'Faifley Family' statues.

Designed by renowned artist Andy Scott in collaboration with Faifley Art Groups and the Faifley Primary Schools, the Faifley Statues, father and son and mother and daughter have taken pride of place in our community landscape for over 17 years now.



CONTINUES  
OVERLEAF

## Dunn Street Respite Unit

2010

In September 2010 at an event hosted by The Herald, Knowes Housing Association was awarded the Special Needs Development of The Year Award for their respite care development at Dunn Street in Duntocher.

The development at Dunn Street was purpose built by Knowes HA in partnership with West Dunbartonshire Council to provide respite accommodation for people with learning disabilities from the West Dunbartonshire area.

## Solar Panels

In 2011 Knowes HA initiates a scheme to install solar PV panels and thermal external cladding on many of their tenanted and owner occupier properties in Faifley to help reduce fuel poverty and generate surplus energy which is sold back onto the electricity grid with the surplus generated being used to fund community projects.



2011

## OFGEM Visit Knowes Housing Association

Following Knowes HA's work installing solar panels we were delighted to be selected for a visit to the office by OFGEM'S Chief Executive Officer, Executive Director and four members of the OFGEM board. The group travelled up from their London HQ to see first-hand the excellent work that Knowes carried out in the energy and carbon reduction field, and in helping alleviate fuel poverty and reduce climate change. The OFGEM visitors heard about the work undertaken to install Solar PV to over 300 domestic properties, Knowes' office and new build respite accommodation at Dunn Street and of how the installation was completed prior to the first reduction in feed in tariff. The group also visited a number of residents in their homes to see the roof top panels and hear from the tenants on how their electricity bills had reduced.

## The Scottish Parliament Congratulates Knowes HA

Following the OFGEM visit, Knowes was delighted when Gil Paterson MSP submitted a Parliamentary Motion highlighting Knowes' work in carbon efficiency, including the solar panel and external wall insulation that is installed in many residents' homes.

## Watchmeal Crescent Improvements

2012

Knowes HA worked with Community Links Scotland and a steering group of local residents on designs to transform a neglected communal space in Watchmeal Crescent into a vibrant community area that provided local residents with space to both relax and interact. The space also provided local young people with dedicated play zones to encourage them to use their imagination and develop informal play activities. Knowes worked with The Wise Group, a training and employability organisation to deliver the majority of the work through a

training programme, that engaged local unemployed residents and provided them with construction and job skills over a 26-week period. Knowes also worked with CAOS, a Clydebank based community arts organisation who in partnership with the local primary schools assisted in designing the area. The project was funded by the Big Lottery and the Scottish Government People and Communities Fund.



2016

## Photo Workshops at Skypoint

During 2016 Knowes HA funded a series of photo workshops for residents of Faifley working with Inclusive Images who ran the workshops. The workshops ended with an exhibition in Skypoint where the Provost awarded a certificate to everyone who took part.

Participants were also awarded a camera financed by WDC's Your Community Fund. The workshops were a great success and well attended by Faifley residents from all walks of life who all agreed that the workshops had a positive impact on their lives.

## Wildflower Sowing

Knowes HA's Chairperson Rhona Polak and Sandra Love undertook extensive gardening work on the outdoor area surrounding the office and created a beautiful display full of plants and shrubs!



2018

## Dogs Trust Event at Skypoint

2018

In July 2018 Knowes HA arranged for the Dogs Trust veterinary team to carry out free microchipping, nail chipping and general assessments of dogs' health, and where appropriate advise owners if they should visit their vet. The team also provided health and wellbeing advice for dogs. The event was a great success and the Dogs Trust team health checked at least 43 dogs.



In February 2020, we were proud to organise a visit for Committee, staff and the local schools to the Scottish Parliament where our MSP for Faifley praised the work of local community groups in promoting the rock art in the area.

## Cochno Stones – Rock Art in Auchnacraig Wood

2020

## Community Support During Covid-19

2020

During 2020 funding was secured by Knowes Housing Association through the Scottish Government's COVID-19 'Support for Communities Fund' which allowed the Association to support the local community through a variety of means including issuing activity packs for families and children. The packs were sent out each Friday within Faifley Parish Church, and the Church supported the project by enabling the use of the Church Hall (free of charge) to store, make up and

distribute the packs with the help of Jackie and Diane from Edinbarnet Parent Council. Packs were made up and distributed over a 6-week period to an average of 100 families across the Faifley community and each pack was themed, with the final pack coinciding with the children going back to school. At the start of the project, 80 families signed up and by week 3, packs were being delivered to 100 families. In total, this activity benefitted 200 families.

CONTINUES  
OVERLEAF

## Donation from 12Guitars

Knowes HA's former Director Pierre DeFence introduced Steve and Gerry from 12Guitars to Edinbarnet Primary School. 12Guitars very generously donated guitars and ukuleles to the school. The instruments were a mix of new guitars and ukuleles donated to 12Guitars by the UK Charity, Music for All [www.musicforall.org.uk](http://www.musicforall.org.uk) and guitars that were donated by individuals and re-cycled by 12Guitars. Steve Plummer, Director and Co-Founder of 12Guitars commented "the opportunities and additional skills that guitar playing can introduce are many and we are thrilled to help the staff and pupils of Edinbarnet Primary on their musical journey". Pierre De Fence, former Director at Knowes Housing Association added "we are delighted to continue our support in the local community and were pleased to introduce 12Guitars to Edinbarnet Primary to enable these musical opportunities for young people". Mrs McCormick, Head Teacher at Edinbarnet Primary and Teacher Colin Clark thanked 12Guitars and Knowes Housing Association for collaborating to support the new music programme at the school.

2021

## Connecting Scotland

2021

In 2021 the Association was awarded 50 devices (iPads and MiFi devices) from Connecting Scotland to support people in our community on low incomes, digitally excluded families and young care leavers. **The Connecting Scotland programme was introduced to reduce digital exclusion, and the Association was delighted to be part of the movement that greatly benefitted our tenants.**

## EVH Cost of Living Grant

EVH awarded Knowes HA with £2500 at the end of 2022. We decided to donate this money to the two local primary schools in Faifley to assist with helping pupils and their families. Both schools were delighted with the donations. One school advised that they used the funding to top up their supply of food vouchers for families. The other school advised that the funding has been used to support the school food share which provides emergency food/supplies for families in need, provide children with emergency clothing, and the rest of the money will be put towards helping families with the cost of the new school year.

2022

## The National Lottery Community Fund

2022

At the end of December 2022 the Association was awarded £20,000 from The National Lottery Community Fund to help our tenants with the cost of living crisis. Overall we were able to assist 195 tenants by providing them with vouchers for fuel, food and clothing.

## Donations

**The Association supported the following groups/organisations throughout the years by providing donations of cash/gift vouchers.**

- Faifley Art Group
- Faifley Community Council
- St Joseph's Primary School
- Edinbarnet Primary School
- Auchnacraig Nursery School
- Support and Connect Advice project
- Lennox Early Learning and Childcare Centre

We would like to say thank you to our customers, without you Knowes HA wouldn't be where it is today!

And also a massive thank you to all of our staff and Committee members (both current and former) some of whom have been with us for the entire journey to date and to remember those who sadly passed away in those 25 years including Judith Brooker former Treasurer and Committee member of Knowes HA who passed away in 2015, Thomas Millar, Housing Officer (2022) and Isabel Pringle, Corporate Services Assistant (2023).

**As we wish our Association a Happy 25th Anniversary, we look forward to the next 25 years, working with our thriving community, continuing to provide desirable homes and excellent services for all our customers.**





# Backcourt Improvements

We have been looking at improving backcourt areas in the community and have recently completed improvements at properties in Langfaulds Crescent and Faifley Road. The residents are over the moon with the improvements that have provided a cleaner, user friendly, and usable space for residents. As you can see from the photos there has been a spectacular improvement to these areas.

We are looking at other backcourt areas to carry our similar work so we can continue improving the lives of our residents in Faifley.



The backcourt before the work

## Nominate your Neighbour for an Award!

**Is your neighbour one in a million? Do they make a difference to your life or the lives of people in your community?**

This is a chance for you to say 'thank you' to a neighbour who goes out of their way to help you and others, someone who shows kindness and consideration.

The winner of this award receives £50 worth of vouchers and a certificate. We would also like

the winner to be featured in an article in our next newsletter with information on why they won the award.

If you would like to nominate your neighbour for this award, please send an email to [info@knowes.org](mailto:info@knowes.org) or write to our office at:

10 Field Rd  
Faifley  
Clydebank  
G81 5BX

**THANK  
YOU!**

In the email or letter please include the name of the person that you would like to nominate, the reason why you think they should win the award and their address.

The closing date for nominations is the 5th of July 2023.

Unfortunately, we cannot accept nominations from relatives or anyone living in the same property.

# Become a Share Member of Knowes for only £1.00



**Membership is open to all tenants of Knowes Housing Association over the age of 16 and anyone who lives within the Faifley and Duntocher area - life membership costs only £1.00!**

All applications are presented before our Management Committee for approval and share members are eligible to stand for election and become a member of Knowes Housing Association's Management Committee.

Share members are very important to the Association and to reflect this, it was agreed that there will be an annual prize draw at the AGM where share members will have the chance to win a £100 prize.

If you are interested in becoming a share member, please complete the form below and return it to our office at 10 Field Rd, Clydebank G81 5BX.

**I would like to become a Share Member of Knowes Housing Association and I have enclosed £1.00 for one share.**

**Name:** .....

**Address:** .....

.....

**Telephone:** .....

**Email:** .....

**I would like to hear more information about joining the Management Committee**

☐ YES

☐ NO



## Electrical Inspections

**Each year in the UK there are thousands of accidental electrical fires, so it is vital that an electrical safety check is carried out in your home.**

As your landlord, we have a legal obligation to ensure that the electrical installation in your home is safe. As our tenant you must permit access to allow the relevant checks to be carried out.

The electrical contractor who will be arranging your electrical inspection will contact you to confirm your appointment date and time.

### What will happen during an electrical safety check?

- A qualified electrician will visit your home to do an electrical safety test.
- This usually takes between 2 to 4 hours depending on whether any faults are identified.
- Your electricity will need to be switched off for the test. This is usually for around 1 hour.

### What will be checked?

- The electrician will check that circuits aren't overloaded.
- There are no electrical shock risks or fire hazards.
- All electric wiring is safe.
- Your home is safe.

Please make sure that you are at home for your appointment.

If you need to reschedule your appointment, please get in touch with Moira our Property Services Assistant on **01389 877 752**, option 1 as soon as possible to do so.

## Annual Gas Servicing

**As your landlord we have a legal duty to ensure that an annual gas safety check is carried out in your home.**

In order to comply with these regulations, we will commence the process to carry out this inspection approximately 2 months prior to the anniversary date of the previous inspection.

You will be given plenty of notice to request access to carry out the annual check including a text message on the 1<sup>st</sup> of the month before your service is due to remind you that your annual gas servicing is approaching. You will also receive a call card from City Building to confirm your appointment date and time.

**You must allow access for this check to take place.**



If you do not allow access, we will need to force entry to the property, and you will be liable for the cost of any repairs that need to be carried out afterwards.

This is for your safety and the safety of your neighbours so please ensure that you are in for your visit.

If the appointment that you have been provided with doesn't suit, then please contact City Building on **0800 595 595** to change the appointment to a more suitable time.

Thank you for your cooperation.

# New Tenant Satisfaction Survey Analysis

## April 2022 – March 2023

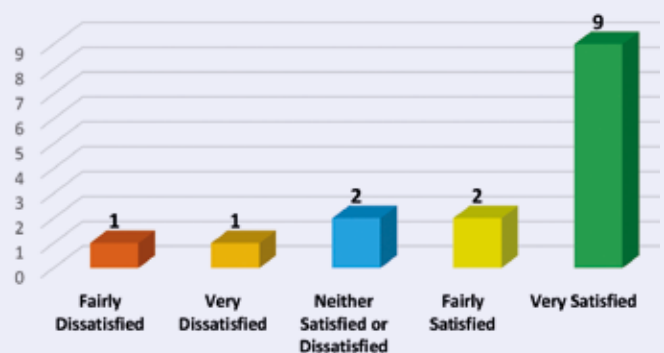


For the period April 2022 to March 2023 the Association has had 69 lets. Of the 69 new tenant surveys issued, there were 15 returns. The following charts show the survey results:

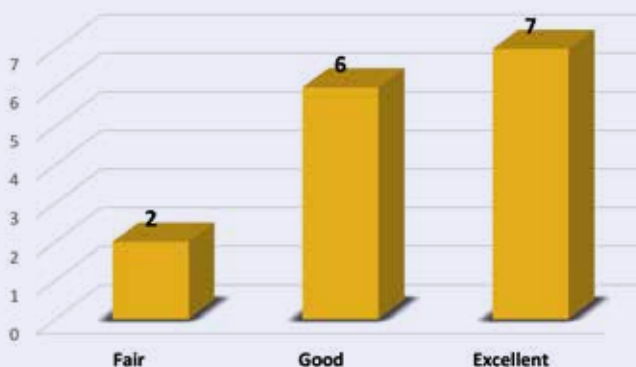
*Did you find the housing application easy to understand?*



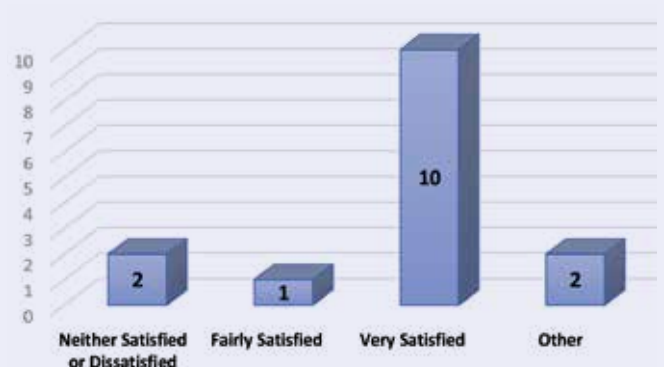
*Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?*



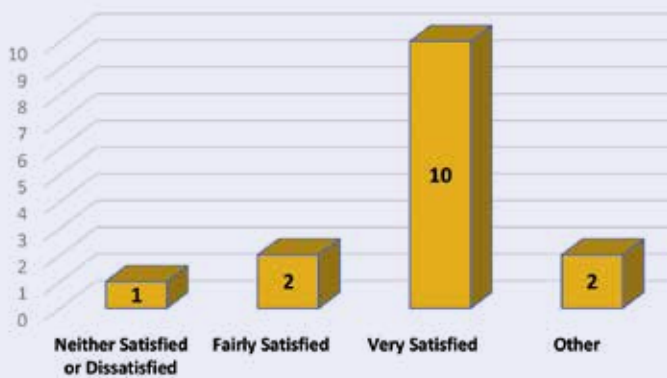
*How would you rate the information provided during your sign-up interview?*



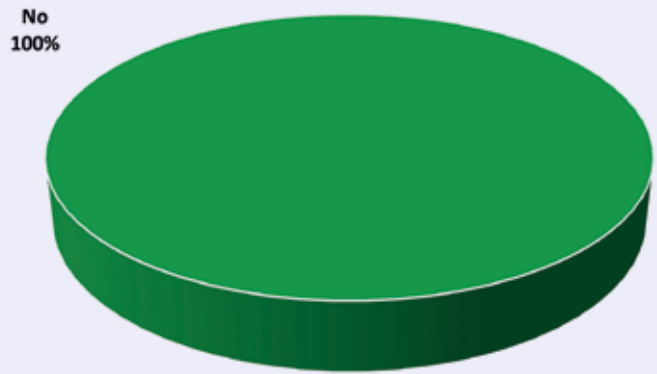
*How satisfied were you with the information provided to you by Knowes Housing Association?*



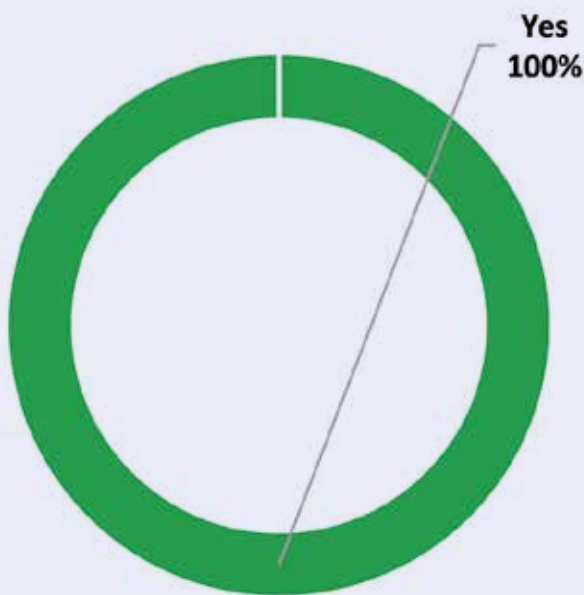
How satisfied were you with the overall service provided to you by Knowes Housing Association?



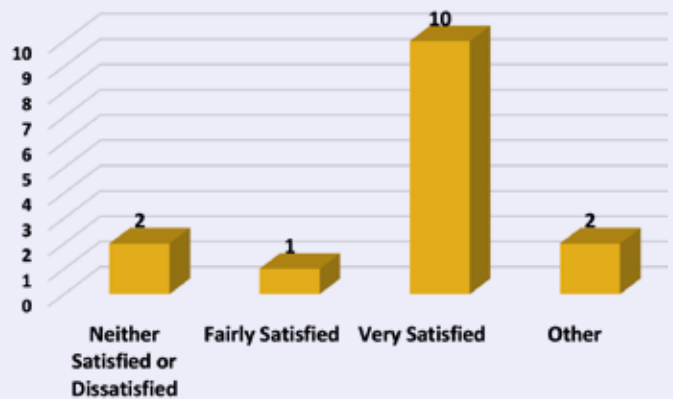
Did you have any difficulty contacting the Association or accessing information?



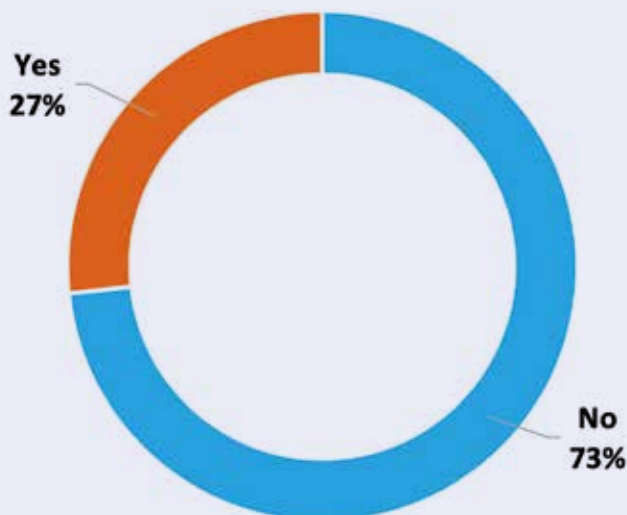
Have you found the new tenant pack useful?



Overall, how satisfied were you with Knowes Housing Association's allocation process?



Do you feel that we could improve this service?

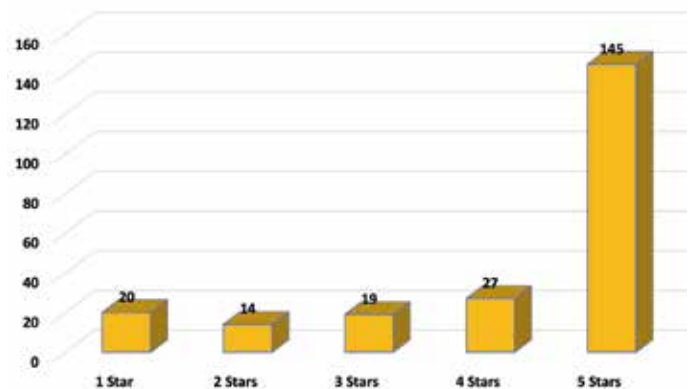


## REPAIRS SATISFACTION SURVEY RESULTS

**We strive to make our services the best that they can be for our customers and we carry out regular surveys to gain your feedback on ways that we can improve.**

Between April 2022 and March 2023, 225 people responded to our repairs satisfaction survey. We have included the results below.

*Thinking about the last repair you had, how happy were you with the level of service you received?*



# The National Lottery

**We are delighted to extend our gratitude to The National Lottery for providing us with the opportunity to assist our tenants throughout the cost-of-living crisis over the past winter months. Knowes HA were lucky enough to secure £20,000 from the National Lottery Community Fund to assist our tenants and ease the burden of living costs during the winter months.**

Knowes Housing Association are elated that we were able to provide 195 households with vouchers for:

- Fuel
- Food
- Clothing

Totalling a staggering £20,000!

With this community fund we knew it would be essential to maintain a fair balance when distributing the vouchers. In order to do this, we gave each household an opportunity to respond and detail

why they felt they needed assistance. From there the Housing Officers at Knowes HA

worked tirelessly to find a fair way to distribute our limited supply. In the end, the officers decided the fairest way to accomplish this was by narrowing it down to 65 tenants across the three housing patches. This allowed us to help 195 households over the winter months.

We understand that unfortunately, some households couldn't receive the vouchers however, we are currently working on securing more funding to help as many people as possible. If we are successful in obtaining more funding, we will be in touch with all our tenants to provide another opportunity to help ease the financial burden caused by the cost-of-living crisis.



## Remember to Service your Appliances Every Year

**Any appliances within your household are your responsibility – this includes gas cookers, electric ovens and hobs, washing machines and your other kitchen appliances. It is also your responsibility to ensure that appliances are serviced on a yearly basis and that they are safe to use.**

Poorly fitted and badly maintained gas and/or electrical appliances or equipment can put you at risk of gas leaks, fires, explosions, and carbon monoxide (CO) poisoning. CO is a highly poisonous gas that can kill quickly with no warning, as you cannot see it, taste it, or smell it.



### Staying safe



We recommend that all gas appliances are checked by a Gas Safe registered engineer every year and all electrical appliances are checked by a Certified Electrical Safety Engineer. Before any work is carried out always check the engineer is qualified to carry out the type of work that needs to be carried out. If this is gas related you can find this information on the Gas Safe Register website or by checking the back of the engineer's Gas Safe ID card. It's important to remember all gas work is different and the back of the ID card tells you if they're registered for the specific job you need them to do. If this is electrical related you can find this information by visiting <https://www.electricalcompetentperson.co.uk/>

# West Dunbartonshire Citizens Advice Bureau

**If you live in West Dunbartonshire then wherever you are, whatever the problem, we are here to help.**

West Dunbartonshire Citizens Advice Bureau provides local residents with free information and advice on a wide range of subjects. Our team of skilled and trained Advisers recognise that one problem is often linked to another so, rather than simply focusing in on one single problem, we will look at the bigger picture. By doing this we will attempt to identify and even prevent other potential problems which can stop them escalating into anything more serious.

Our volunteers and staff won't tell you what to do – that is your choice – but we will explain your options and possible consequence you can expect if you choose a particular course of action. We want to help you take control of your situation and to get the best outcome for you.

We provide independent advice on a wide range of subjects:

- Benefits – questions about entitlements, support with applications, appeals against unfair decisions, benefit checks;
- Debt advice – maximise your income, improve your financial situation, negotiating with your creditors;
- Employment problems – questions about your terms and conditions of employment, disciplinary and grievance procedures, redundancy, dismissal;
- Consumer issues – we can advise and assist on everything from a complaint about a broken kettle to problems with gas and electricity suppliers, mobile phones, fitted kitchens, bathrooms, etc;
- Family & Relationship problems – issues relating to splitting up, bereavement, disputes around access and custody issues regarding children;
- Housing – problems with public sector and private sector landlords, problems with neighbours, environmental issues, threatened or actual homelessness.
- To speak with our advisors you can call us on Freephone **0800 484 0136** (Mon-Thu 8:30am - 4:30pm, Fri 8:30am-3pm)
- Send us a message using the online form on our website **[www.wdcab.co.uk/contact-us/](http://www.wdcab.co.uk/contact-us/)** (we aim to get back to you within 48 hours) or you can use our LiveChat service on our website.



## Make Sure your Home is Ready for Inspection!

**If you are moving out of a property, we will need to carry out an inspection of your current home to make sure that it is in a suitable condition for you to hand back to us. This includes checking for any repairs which are due, any damage to the property (such as missing doors or holes in the walls), checking the decorative condition of the property and noting any alterations which have been made to the property without permission.**

If the property is not in a suitable condition, you will be recharged. Please remember to:

- Report any outstanding repairs to us
- Let us know if you have made any alterations without our permission
- Replace any fixtures or fittings that you previously removed
- Put right any damage which you have caused to the property

If you have any questions regarding this please give us a call on **01389 877 752**.

# TENANCY SUSTAINMENT

## **Knowes continues to help vulnerable and struggling tenants through its tenancy sustainment service.**

Over the past year our work in supporting our tenants through the cost of living crisis has been very important and we have continued to provide assistance through a variety of means particularly with regards to tenancy sustainment. Over the year we have been very busy with £7162.55 spent on supporting tenants with help for decoration vouchers, food vouchers, fuel vouchers, furnishings etc. We also distributed £20,000 of funding via Charis for fuel vouchers, clothing vouchers

and food vouchers. We also delivered £1,500 in vouchers at Christmas and contacted 43 of our over 70 year old tenants to carry out a welfare check just before Christmas and in January 2023. We plan to continue with our tenancy sustainment work in 2023-24 as well as pursuing additional funding to support our tenants through these difficult times.

Our Tenancy Sustainment Officer Fiona Campbell is available if you need support with your tenancy. For more information please contact Fiona by emailing [fiona.campbell@clydebank-ha.org.uk](mailto:fiona.campbell@clydebank-ha.org.uk) or calling **07494 170426** (9am – 5pm, Monday to Friday).

## **We now have a dedicated Welfare Advice Officer!**

**A dedicated Welfare Advice Officer has been funded by a joint partnership between Knowes HA, Clydebank HA and Dalmeir Park HA. They will be based at Citizens Advice Bureau (CAB) and will be able to provide support and advice. CAB have also been working alongside our Tenancy Sustainment Officer, Fiona Campbell who has been referring tenants to CAB for energy advice.**

Our partnership with CAB also includes the provision of

money and debt advice and assistance with benefits claims. If you need help with any of these please get in touch with your Housing Officer who can refer you, or you can contact CAB directly.

Please remember that if you are struggling to pay your energy bills or if you are worried that you may get into difficulty making payments, the first step is to contact your supplier and let them know. They may be able to set up a payment plan for you or offer a grant to help.

If you can't get a grant from your supplier, check if you can get a grant from the British Gas Energy Trust (**0121 348 7797**). These grants are available to anyone - you don't have to be a British Gas customer. West Dunbartonshire Council can also provide you with free and impartial energy advice.

### *Did you know?*

A member of the CAB team will be based in Knowes office at 10 Field Road, Fairley every Friday. Please contact CAB to arrange an appointment.



# Social tariffs: Cheaper broadband and phone packages

**Social tariffs are cheaper broadband and phone packages for people claiming Universal Credit, Pension Credit and some other benefits. Some providers call them 'essential' or 'basic' broadband.**

They're delivered in the same way as normal packages, just at a lower price. Amid rising living costs, Ofcom is encouraging companies to offer social tariffs to help customers on low incomes.

## HOW A SOCIAL TARIFF COULD HELP YOU

- It's available to those on a variety of benefits. If you or someone in your household claims Universal Credit, you could switch to any of the tariffs available.
- It's cheaper than a regular package. Current prices range from £10 to £20.

- Fast, unlimited broadband. Most tariffs offer superfast broadband at speeds over 30 Mbit/s – fast enough for you to keep in touch with friends and family, stream HD films or shop online.
- You'll pay next-to-nothing to get set up. If you do have to pay any setup costs, these should only be small. Your provider should tell you before you sign up.
- It could cost nothing to switch. If your provider offers a social tariff, you can switch to it at any time, free of charge.
- The price won't go up mid-contract. You won't pay any more than what you agree at the start of the contract.
- It costs nothing to leave. You won't pay a fee to leave the tariff before the end of your contract.

## WHO COULD QUALIFY

If you or someone in your household claims Universal Credit, you could switch to any of the tariffs available. Some providers also include people on other benefits such as Pension Credit, Employment and Support Allowance, Jobseeker's Allowance, and Income Support. The person receiving the benefit will need to be the main person on the contract.

## HOW TO APPLY

First, check if your current provider offers a social tariff. You can apply for most tariffs online, or call your provider and ask to switch.

If your provider doesn't offer a social tariff, you can switch to one that does. Your provider might let you leave your current contract without paying a penalty fee.

Visit [www.ofcom.org.uk](http://www.ofcom.org.uk) for more information.

# Mould and Dampness

**It's always unsettling when you find mould growth in your home, and it's understandable to think there is something wrong. However, mould is an issue that can affect even the most cautious tenants and is often caused simply by living in your home.**

## WHAT STEPS ARE WE TAKING TO TACKLE MOULD AND DAMPNESS?

The cost-of-living crisis, which has seen an unprecedented rise in the cost of energy, has meant many people are unable to heat their homes to the level they would like. This has meant that reports of dampness and mould in tenants homes has increased.

It is understandable that tenants may become alarmed at the appearance of mould in their homes. As such we treat each case individually to ensure nothing is overlooked.

When a tenant reports mould in their home we will arrange a visit to survey the problem, identify any actions that we can carry out and advise them what actions to take to help prevent it reoccurring:

We have produced a leaflet which explains the causes of condensation and mould and tips on how to prevent them. All households will receive a copy of this and are urged to follow as many of the recommendations as possible.

# COMPLAINTS



## What is a Stage 1 Complaint?

Stage 1 is for simple and straightforward concerns that can be responded to within **five working days or less**.

## What is a Stage 2 Complaint?

Stage 2 deals with **complaints that have not been resolved at stage 1 and those that are handled at stage 2 straight away**. This includes those that are complex and require more detailed investigation or where we feel it is otherwise appropriate to do so.

## Complaints Received

From 1<sup>st</sup> October 2022 – 31<sup>st</sup> March 2023 we received a total of 30 complaints. We have provided a breakdown of the complaints below.

**1st October 2022 – 31st March 2023**

	Stage 1	Stage 2
Number of complaints received	26	4
Average Time taken in working days to provide a full response	4.26 days	9.5 days

100% of complaints were responded to in full.

Out of the 26 stage 1 complaints received, 5 complaints were provided a full response out with the prescribed 5 working days timescale for stage 1 complaints.

Out of the 4 stage 2 complaints received, 1 complaint was provided a full response out with the prescribed 20 working days timescale for stage 2 complaints.

## Breakdown of Complaints

### Stage 1

Factoring, Repairs - **1 complaint received**

Housing, Estate Management - **6 complaints received**

Maintenance, Contractor - **4 complaints received**

Maintenance, Planned - **1 complaint received**

Repairs, Contractor - **7 complaints received**

Repairs, Policy - **1 complaint received**

Repairs, Property - **6 complaints received**

### Stage 2

Factoring, Invoice - **1 complaint received**

Housing Estate Management - **1 complaint received**

Repairs, Property - **1 complaint received**

Staff, Behaviour - **1 complaint received**



# YOU SAID, WE DID

## You said...

You were unhappy with the length of time it took for repairs to be conducted on properties.

## We did...

We phoned the tenant to apologise for any delays in work taking place and organised a phone call from the contractor to the tenant to organise a day for repairs to be carried out.

## We learned...

That we need to ensure all staff are returning phone calls to tenants when promised.

## You said...

You were unhappy with the way contractors handled your satellite dish when erecting scaffolding.

## We did...

We spoke to the tenant and the contractor and made sure to prioritise fixing the satellite dish.

## We learned...

That we should be aware of satellite dishes so that we can consider repositioning them temporarily when erecting scaffolding.

## You said...

A tenant was unhappy that her belongings had been removed from the close by the maintenance team.

## We did...

We investigated the claim and confirmed this to be the case. A further investigation was conducted to check if letters had been sent to the tenant in advance. Due to reasonable doubt the tenant was compensated for the oversight.

## We learned...

That we must ensure that tenants are given the appropriate notice of maintenance and close cleaning so that situations like this do not occur in the future.

## You Said...

A tenant raised concerns that a bin wasn't taken out for collection.

## We did...

The Housing Officer contacted the contractor immediately to ensure that the bin was emptied and returned to the bin shed by the end of the working day.

## You Said...

You were unhappy with water penetration into your property.

## We did...

We investigated the structural integrity of the building to ensure we treat the cause of the problem not just a symptom of it. We also ensured high levels of communication and the tenant was left happy and satisfied with the outcome.

## Compliments

As well as complaints received, we also receive compliments from our customers following help and support that staff have provided.

*Thanks to Maureen as ever you are very prompt and always on the ball.*

*Thanks to Ethan who helped me resolve my recent satellite issues.*

*Ethan-Craig was very pleasant and helpful on the phone.*



# Flourishing Faifley Achieve Level 4 Keep Scotland Beautiful!



**We would like to say congratulations to Flourishing Faifley for achieving an amazing level 4 certification in their first year from Keep Scotland Beautiful!**

They have signed up again and they are now looking to achieve level 5 certification. Their theme for this year is health and wellbeing and they are starting to put together a team from the local community to work towards this. The team

will work together at their weekly garden drop-in sessions to create positive space that promotes health and wellbeing. No previous experience is required for this, and it is a fantastic opportunity for you to let your creative ideas come to life. It is also a great opportunity to meet new people and learn new skills whilst positively impacting the community. For more information contact them via their Facebook page.

## Disabled Access and Path Installed at the Secret Garden

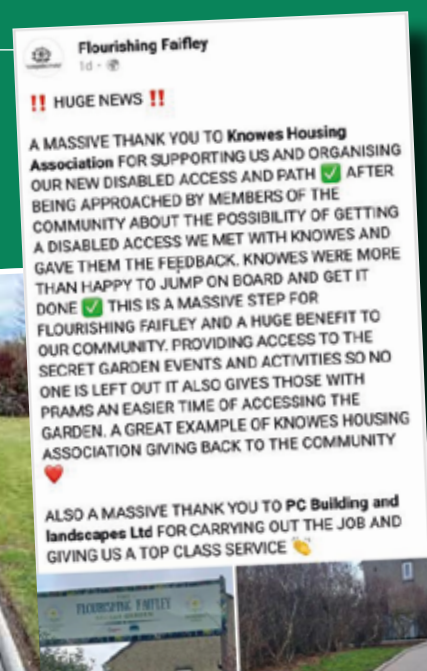
**Improvements continue to be made to the Secret Garden located on Middleward Street and Knowes HA was delighted to help Flourishing Faifley by installing disabled access on site to make the garden accessible for everyone.**

The Secret Garden is a beautiful community space and we wanted to ensure that it was accessible to all. It is important to us that the community remains at the centre of what we do and so when it was suggested to us that we install disabled access and a path to allow everyone to enjoy the Secret Garden we acted immediately and were able to secure the funding from the Scottish Government Adaptations Grants Programme.

Creating an accessible path to the Secret Garden has facilitated a way for us to include everyone in the community, from pram users to the elderly. We hope that no one feels isolated from the lovely community here in Faifley.

We must thank and congratulate Flourishing Faifley on their impactful work as without their commitment to making Faifley an inclusive community the Secret Garden may never have been able to reach its full potential.

We would also like to extend our gratitude to PC Building and Landscapes Ltd for their fantastic work installing the path!



# Flourishing Faifley Group Activities

Flourishing Faifley are planning on expanding their group activities and will be introducing a baby and toddler group and a men's health and wellbeing group. We have included some of the activities that they are holding below. Remember all clubs are free to join!



## What's On?

### Walking Club

**Tuesday: 6pm – 8pm**

Are you a keen walker? Or just looking to get fitter and healthier whilst socialising?

Flourishing Faifley are looking for members to join their Walking Club. All fitness levels are welcome.



### Book Club

**Wednesday: 6pm – 8pm**

Books are provided so you don't need to worry about bringing your own!



### Ceramics Club

**Monday: 5:30pm – 7:30pm**

**Friday: 10am – 12pm**

Paint your own masterpiece and create friendships along the way



For more information contact [flourishingfaifley.tony@gmail.com](mailto:flourishingfaifley.tony@gmail.com) or visit their Facebook page.

## Report Fly-tipping and Help Keep Faifley Tidy



Fly-tipping is illegal and anyone who dumps anything on land (public or private) is committing an offence and may be fined up to £40,000. The West Dunbartonshire Council's Litter Control Team can issue a £200 Fixed Penalty fine to any person who fly tips. If you see anyone fly-tipping or dumping rubbish illegally, this can be reported to Zero Waste Scotland – Dumb Dumpers on **0300 777 2292** (please do not approach anyone or put yourself in danger). For any illegal fly-tipping or dumped waste you might find, this can be reported to West Dunbartonshire Council on **0138 977 2059**, Monday to Friday, 8.30am to 3.30pm or out of hours on **0800 197 1004**.



## Alternatives Support Group for Family & Friends



**Every Thursday  
Starting 6th April**

**6.30pm - 8.30pm  
Alternatives Clydebank Base  
34 Alexander Street  
G81 1RZ**

**Supporting  
Families & Friends in  
West Dunbartonshire  
affected by a significant  
others substance use**

For more information

**0141 951 2420**

[info@alternativeswd.org](mailto:info@alternativeswd.org)



**Scottish Government  
Riaghaltas na h-Alba  
gov.scot**

# JOIN OUR MANAGEMENT COMMITTEE HELP SHAPE THE FUTURE OF SOCIAL HOUSING IN FAIFLEY



**Knowes Housing Association was established in 1998 in the Faifley and Duntocher area of Clydebank. Knowes is a charitable registered social landlord managed by a voluntary Management Committee who play a key role in ensuring its continued success.**

We are recruiting enthusiastic individuals for our Management Committee. We are particularly interested in hearing from local residents who understand the area and would like to contribute to the continuous improvement of the community.

In return we can offer you:

- A great opportunity to enhance your skills, knowledge and add to your CV

- A supportive environment where your views are heard
- An opportunity to meet new people and develop friendships with others with a shared commitment
- Appropriate IT equipment and training

If you are interested in joining our Management Committee please phone and speak to Amy on **01389 877 752**, option 5.

Or if you would like to find out if this is for you, please feel welcome to join our monthly Committee meeting, have some sandwiches and cakes and talk to other members of the Committee and the staff. You can also email your interest to **info@knowes.org**

## Get Involved!

## HELP TO IMPROVE OUR SERVICES

Tenant participation is how you can help influence the decisions made about the services you receive and the management of your home and neighbourhood. We understand the importance of working with our customers to improve our services. For this reason, we have

introduced our Customer Working Group and Service Improvement Group. Both groups allow you to provide your feedback with different levels of commitment. We have included a short explanation of what will be involved for each group below.

### Customer Working Group

Our Customer Working Group is made up of tenants who meet once every quarter at our office to discuss the services provided by the Association and give their thoughts on how the Association could make improvements.

### Service Improvement Group

We understand that not everyone can dedicate their time to joining our Customer Working Group meetings but would still like to participate. For this reason, we have introduced our Service Improvement Group. Firstly, you do not need to leave the comfort of your own home to take part in this. We will provide you with a short questionnaire each quarter that will enable you to give your views on our services. We can send the surveys by email or post - whatever you prefer! There will be the added bonus of an annual prize draw for the members of both groups with the chance to win shopping vouchers.

If you are interested in helping the Association in this way, please contact us by email at **info@knowes.org** or call **01389 877 752**, option 5 to speak to Amy or Ethan-Craig.

# Congratulations to Ethan Hart

We would like to congratulate our Property Services Apprentice, Ethan Hart for completing his SCQF Level 6 Business and Administration course.



**Ethan was successful in completing his apprenticeship over a year earlier than he was expected to by being proactive and consistently demonstrating an aptitude for taking on new tasks.**

Ethan assists tenants daily to ensure repairs are recorded and completed within our target times. He is confident in his role and always aims to deliver excellent customer service for our tenants. Ethan is an important asset to the Association and we are delighted to have him working at Knowes HA. Congratulations Ethan!

## Garden Competition

**It's that time of year again where you can get out into the fresh air and prepare to showcase your beautiful gardens!**

We will be judging gardens throughout the estate and will be inviting and awarding prizes to the winners at our AGM in early September.

There will be three winners, first place and two runners up and we will feature photos of your lovely gardens in our newsletter!

If you would like to nominate yourself or a neighbour for our competition please send your details to [asweeney@knowes.org](mailto:asweeney@knowes.org). The only qualification for entry is that you should be a tenant of Knowes HA or an owner-occupier receiving services from Knowes HA.

## Knowes HA Re-Accredited with Customer Service Excellence Award

**We are committed to delivering an excellent service to our customers and are always striving to improve and make things better. To do this, we use information from a number of sources, including independent benchmarking, performance reports, customer feedback, management accounts and internal audits. This ensures that our residents are given a wide range of opportunities to influence and be involved and that we fulfil our duties of providing quality services and homes.**

On 13th February 2023 we undertook our Customer Service Excellence assessment, and we are delighted to confirm that we have been re-accredited with our Customer Service Excellence Award with Compliance Plus.

Overall, we received positive feedback from our assessor, and we will be implementing her constructive feedback to help us strive for improvements.

We really appreciate you taking the time to respond to any surveys that we carry out and providing regular feedback to the Association as this helps us to take steps to ensure that we are meeting your expectations and providing you with an excellent level of service.

We are seeking individuals to join our Management Committee, Customer Working Group and Service Improvement Group. Each group has different levels of involvement but all will allow you to provide your views on how we can make improvements.



# FIRE SAFETY – Protecting you and your Neighbours



When it comes to fire safety in our tenement buildings there are no shortcuts. Knowes HA pride ourselves on our commitment to maintaining safe properties for our tenants to live in.

## Our Responsibility

It is our responsibility to ensure that all our properties are fitted with the correct smoke detection equipment and to guarantee that these items are well maintained. Additionally, as a landlord we must follow the legislation presented to us, by conducting risk assessments before the beginning of all new tenancies and remove any possible fire hazards. This must include consideration of any household vulnerabilities, such as children, the elderly, or those with disabilities or illnesses, such as dementia.

## Your Responsibility

This is not a one-sided obligation. Whilst we strive

to ensure a safe environment for all our tenants, we also require their help. To help us make sure that you and your neighbours remain safe we ask that:

- You don't obstruct the communal areas, stairs, corridors, and landings as these often form the fire escape routes for the building.
- You don't store prams, bicycles, or mobility scooters in communal areas without written permission.
- You don't prop open fire doors in communal areas.
- If you see anything in the communal areas that doesn't belong there, let us know.
- Before doing any DIY, please notify Knowes HA and speak to a member of the repairs team to ensure that this will not affect any of the fire safety features in your flat.

**In the event of a fire – Get out. Stay out.**

## The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

## Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

## If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can



For free home fire safety advice  
**CALL 0800 0731 999**  
or visit our website at  
**[www.firescotland.gov.uk](http://www.firescotland.gov.uk)**



**SCOTTISH**  
FIRE AND RESCUE SERVICE  
Working together for a safer Scotland

## Let us know who is living with you



**It's very important that you tell us if someone is living with you or has joined your household – if you don't, they won't be able to have a joint tenancy with you or take over your tenancy if anything happens to you.**

This includes telling us about anyone who has previously moved in with you (who you haven't already told us about) and when anyone moves into or out of your home in the future at the time they do so. This includes children, partner, family members and friends who live with

you on a permanent full time basis. Equally you will be required to update us when someone leaves your household. Please note that this information is required in writing. If you are in receipt of Universal Credit or Housing Benefit please note that it your responsibility to advise the DWP and West Dunbartonshire Council of changes to your household. If you have any questions or want to let us know that someone is living with you in your property, please contact us by emailing **info@knowes.org** or calling **01389 877 752**.

## Welcome to the team Peter, Gillian and Ethan-Craig

**We are delighted to welcome three new staff members to Knowes HA!**

In January 2023 we welcomed Peter French as our Head of Property Services and Gillian Grimason as our Housing Assistant. In March 2023 we also welcomed Ethan-Craig Adamson as our Administrative Assistant.

**WELCOME**

## Committee Members

Rhona Polak	Chairperson	Hilary Edgar	Committee Member
Katie Devaney	Vice Chair	Ross Campbell Anderson	Committee Member
Billy Stevenson	Secretary	Cllr Lawrence O'Neil	Committee Member
Yvonne McDonald	Treasurer	Lynsey Chrystal	Committee Member
Steven McCabe	Committee Member		

## Staff Members

Erica Davidson	CEO	Karen Grainger	Allocations Officer
Martin Harvey	Head of Housing	Graham Burns	Repairs Officer
Kennedy Chilambe	Head of Finance	Allan McGarrity	Maintenance Officer
Peter French	Head of Property Services	Joe Mailley	Maintenance Officer
Elaine Lewty	ICT Manager	Allison Rae	Repairs Assistant
Maureen MacConnell	Finance Officer	Moira Cordiner	Property Services Assistant
Ann Gaggini	Finance Assistant	Ethan Hart	Property Services Apprentice
Jodie Hart	Finance Assistant	Amy Sweeney	Corporate Services / Compliance Officer
Lisa-Marie Brown	Housing Officer	Ethan-Craig Adamson	Administrative Assistant
Nikki Quinn	Housing Officer		
Nicola Gerrard	Housing Officer		
Gillian Grimason	Housing Assistant		

# USEFUL CONTACT NUMBERS

**Knowes Housing Association... 01389 877752**

**Out of Hours Repairs –  
WDC Building Services..... 0800 197 1004**

**Gas Defects – City Building..... 0800 595 595**

**Gas Leaks – Transco ..... 0800 111 999**

## MENTAL HEALTH SERVICES

Breathing Space..... 0800 838587

CARA (Challenging &  
Responding to Abuse).....01389 738595

Goldenhill Resource Centre .....0141 941 4400

Primary Care Mental Health Team..... 01389 828203

Riverview Resource Centre .....01389 812070

Stepping Stones..... 0141 941 2929

Samaritans.....116 123

Vale Centre for Health and Care ..... 01389 828200

## WEST DUNBARTONSHIRE COUNCIL

WDC Main Number ..... 01389 737000

Emergency Homelessness..... 0800 197 1004

WD Carers Centre ..... 0141 941 1550

WD Mental Health Forum .....01389 742294

WD Welfare Rights ..... 0800 980 90700

Special Uplifts (WDC – Chargeable)....01389 738542

## POLICE AND NHS

Emergency ..... 999

Non-Emergency (Police) ..... 101

NHS 24 ..... 111

Clydebank Police ..... 0141 532 3300

## OTHER USEFUL NUMBERS

West Dunbartonshire CAB .....0800 484 0136

West Dunbartonshire Advice  
Service .....01389 776929

West Dunbartonshire CVS .....0800 484 0136

Old Kilpatrick Food  
Parcels .....07368 496836

West Dunbartonshire Community  
Foodshare .....0800 345 7050

Faifley Parish Church of Scotland ..... 01389 876836

Clydebank Social Work  
Department..... 0141 952 3361

Occupational Therapy  
Department..... 0141 562 8877

Scottish Water ..... 08456 018855

Home Energy Scotland..... 0808 808 2292

Golden Friendships Club ..... 07957 568330

The Big Disability Group ..... 0141 237 4560

Crisis Counselling..... 0141 812 8474

Dumbarton Council on Alcohol  
(Clydebank) ..... 0141 952 0881

Alternatives Clydebank ..... 0141 951 2420

Women's Self Injury Helpline .....0808 800 8088

Trauma Counselling Line.....0808 802 046

Women's Aid Clydebank ..... 0141 952 8188

Y Sort It ..... 0141 941 3308

Lomond & Argyll Advocacy  
Service .....01389 726543