



clydebank housing association

# Showing Compassion to Customers through Challenges and ● Changes



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Manager**

**TPAS Annual Conference**

**29<sup>th</sup> June 2023**

# A WARM WELCOME!



*“Offering our  
community  
more than  
a home.”*



# Showing Compassion to Customers through Challenges and Changes

## Supporting tenants:

- “Cosy Afternoons” – our Warm Bank
- Funding
- Tenancy Sustainment Support
- Welfare Rights Advice
- Being Engaged in the Community

## Challenges:

- Mould and Damp Advice
- Stock Condition
- Major Repairs and flexibility
- Technology
- Prudent Rent Setting
- CHA Power Ltd

## Community:

- Centre81
- Community Benefits – Formal
- Community Benefits – Informal
- Supporting our Registered Tenants Organisation

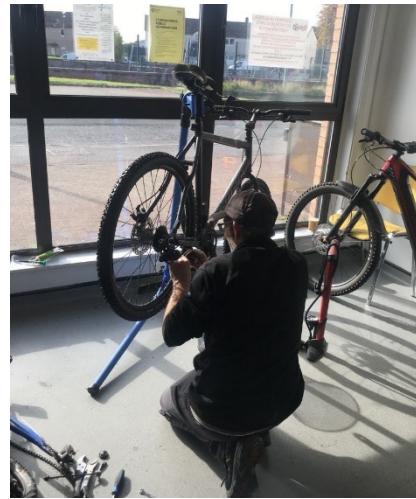


## Cosy Afternoons



# Funding

- Lending Library – 39 devices
- Bike storage throughout estates
- Electric vehicle charging points
- Bike repairs
- Part time Tenancy Sustainment Officer
- SIM cards





# Tenancy Sustainment Support

- Part time Tenancy Sustainment Officer
- Tenancy Sustainment budget
- Laundries in Multi Storey building – opening later and at weekends
- Greggs/Farmfoods/Fuel vouchers
- Starter packs
- Kindness chocolates/vouchers
- SIM cards
- Lending library of devices
- Welfare Rights Service



# Tenancy Sustainment Support

- Cleaning/hygiene packs ('hidden crisis')

## Feedback

“I found this service very helpful and meaningful to my life and my family. The continuous support has been so beneficial, especially to my mental health. I would like to see this service continue as it been so helpful to me and to the community.”

Tenancy ends have reduced by over 25% at Clydebank HA in the last 12 months.

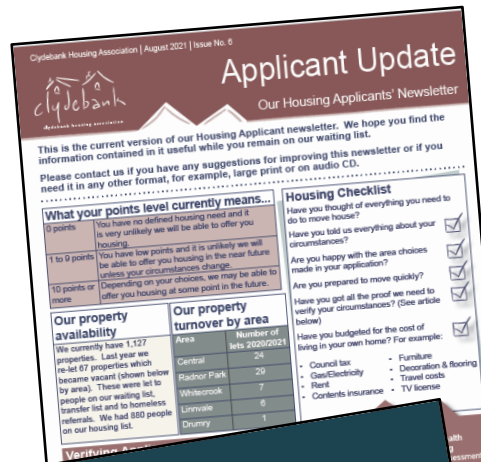


“I would have struggled to sustain my tenancy. I felt that without this help my mental health would have deteriorated and I would have stopped engaging with counselling and addition services.”

	22/23	22/23
Fuel poverty	70	£10,669
Digital Assistance	10	£720
Food poverty	155	£6410
Partnerships	119	£7299
CHA Staff referrals	173	£0
TSO Budget	38	£3842
<b>Total</b>	<b>565</b>	<b>£28,940</b>



# Being Engaged in the Community



Wide range publications, website, active social media, communication through housing system, local open office



# Being Engaged in the Community





# Being Engaged in the Community





# Being Engaged in the Community





# Being Engaged in the Community



Support to local groups!



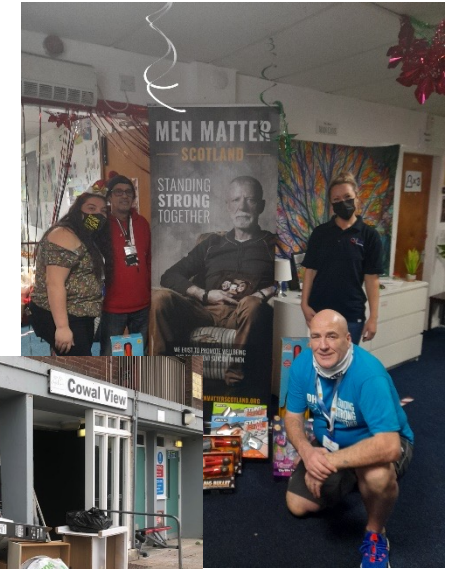
# Challenges

- Mould and damp advice
- Stock Condition
- Major Repairs and flexibility
- Technology
- Prudent Rent Setting/Options
- CHA Power Ltd





# Community Benefits - Formal



# Community Benefits - Informal





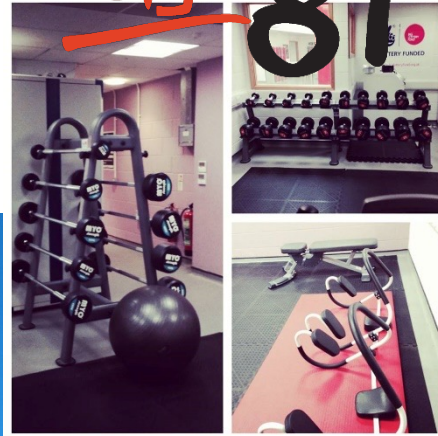




# Centre81

# Centre 81

## Gym 81





## Centre81 Events



# Supporting our Registered Tenants Organisation



- Senior Staff attend all public meetings
- Annual grant provided
- Special and training grants available
- Support in kind provided
- Contribute to each newsletter
- Support and attend their events
- Distribution of gift packs
- Special grant for 60<sup>th</sup> Anniversary!



# Our Staff Team



# ANY QUESTIONS WELCOME!

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