



Summer 2022

Your Cloch

The Official Newsletter of Cloch Housing Association

CLOCH PREPARES FOR NEXT CHAPTER



Change with your Reactive Repairs Contractor



As you know your day to day general reactive repairs are currently carried out by McGill. Due to a contractor restructure this contract will shortly be transferred (novated) to Saltire Facilities Management.

Cloch are currently overseeing this process which should be concluded in the next few weeks. In the meantime, if you have a reactive repair carried out in your home, you are likely to see the operative wearing a Saltire badged uniform and driving a McDougall or McGill van. We apologise for the confusion, and in the near future we also expect that the vans will also be Saltire branded vehicles.

Both Cloch and Saltire are looking forward to working together to deliver a quality repairs service to our customers.

Cloch has embarked on the process of recruiting a new Chief Executive Officer. Our Director, Paul McVey has tendered his resignation following an offer of employment as the new CEO of Southside HA, and will leave Cloch mid-September.



Paul joined Cloch in 2013 at a major time of transition and unrest for the Association. However, under his leadership Cloch has been transformed and has rightly earned a positive reputation as an innovative and customer focused organisation with a strong emphasis on positivity and success.

Kelly Ferns, Cloch Chairperson commented, "I have been on the Board for most of Paul's tenure and he has been central to many of our successes. Under Paul's leadership, Cloch regained independence, restructured the staff team to become more customer focused, reported excellent performance results, restarted new build development and achieved many awards for various areas of work. He is respected by Board, Staff and our customers and he

will be a huge loss to the Association, although we fully understand his rationale for leaving in terms of personal development. With our recent appointment of a new Head of Housing, this gives us a further opportunity to attract a new leadership style and fresh perspective on the challenges facing us in the years ahead".

Paul added, "I take great pride in what we have all achieved at Cloch in recent years, and I have genuinely loved working here. My successor will be very fortunate to work with such a good bunch of people and for so many deserving communities. I don't leave until September and I will be working closely with the Board and Staff team to ensure that the transition is a smooth one."

Meet the Housing Services Team

Cloch's Housing Services Team has gone through quite a bit of change over the past few months.

Farewell to Andy and hi to Louise

We said farewell to one of our longest serving members of staff at Cloch, Andy Thompson had around 25 years' service with Cloch and had been our previous Head of Housing Services for 10 years. Louise Carlin was successful in being appointed as the new Head of Housing Services. Louise has over 30 years' experience in the Housing Sector and has spent most of her career working within Housing Management and Customer Services at Cloch HA.



Andy (far right) with Chair and Director

New Team Members

The Housing Services Team have also welcomed three new members to the team, Julie Stewart is our new Housing Officer and brings with her a wealth of housing experience. Julie has worked with a number of social landlords and also with the Scottish Housing Regulator. Lynne Joyce is our new Housing Assistant; Lynne has been a valuable member of Cloch's Finance Team for many years, but when an opportunity came up in housing services, she decided to go for it. We are lucky to have Lynne with all her housing finance experience. Our third new team member is our Assistant Housing Officer, Ashleigh Kennedy. Ashleigh joined



The Housing Team

us from a career in the private rented sector and is delighted to be starting a new career in the social housing sector. Ashleigh's experience has been a great asset to the team. You may already have met or spoken to some of our new team members and if you have not then I'm sure you will soon.

New Housing Patches

With a full complement of staff, we felt that it was time to re-structure the housing area patch teams within the Housing Services Department. Depending on where you live you will have a dedicated Housing Officer and Assistant Housing Officer there to help you with any aspect your tenancy. This means helping you with rent payments, rent arrears, benefits, tenancy changes, moving house, complaints about our service, anti-social behaviour and neighbour complaints or any issues with your environment or neighbourhood.

Don't let complex rules and daunting forms prevent you from claiming the vital support you could be entitled to. Cloch works in partnership with Financial Fitness, Inverclyde's independent welfare benefit and money advice charity. Get in touch directly or ask Cloch's Housing Team for a referral.

Website: www.financial-fitness.uk

Phone: 01475 729239

Email: finfitteam@yahoo.co.uk

Address: 29 West Stewart Street,
Greenock, PA15 1SH

ENERGY ADVICE STILL AVAILABLE TO CLOCH TENANTS

Our Energy Activator team will continue to 30th September 2022 at which point, the project ends. This project has successfully helped almost 1000 tenants of Cloch, Larkfield and Oak Tree Housing Associations since it started in January 2020, helping them to save money or assist with debt, up to the value of £381,000.

If you need help with energy costs, debt or advice, act now and contact them today. They can also give advice on how to reduce your energy bills, or you can follow the link to our Energy Activator page on our website at www.clochhousing.org.uk/energy-activator-project.

To get in touch with an Energy Activator, contact the office on 01475 783637 or self-refer by using the MyCloch Portal.

STRUGGLING WITH THE COST OF LIVING? • THINK YOU MIGHT BE ENTITLED TO BENEFITS? • ?

The details of our three new housing area patch teams are here:

Patch 1

Housing Officer: Laura Young

Assistant Housing Officer: Lorraine Gray

- Adam Street
- Auchendarroch Street
- Bank Street
- Bawhirley Road (125-139)
- Bridgend Road
- Burnhead Street
- Carwood Street (32 & 34)
- Cathie Allan Place
- Corlic Street
- Dempster Street (5-11)
- Elliott Court Carwood St
- Gray Street
- Grosvenor Road
- Hillside Road
- Kilmacolm Road
- Lyle Street (6-14 evens)
- Mearns Street
- Mearns Terrace
- Millar Street
- Regent Street (25-47)
- Roxburgh Street
- Sinclair Street
- Strone Crescent

Patch 2

Housing Officer: Caroline Orr (Mon to Wed) / Maria Durning (Wed-Fri)

Assistant Housing Officer: Ashleigh Kennedy

- Aberfoyle Road
- Auchmountain View
- Cathcart Street
- Clydeview Road
- Cross Shore Street
- Dempster Street (54-68)
- Gareloch Close
- Gareloch Road
- Glenbrae Road
- Godman Place
- Hay Street
- Hope Street
- Killearn Road
- Kings Glen Place
- Lomond Road
- Lyle Street (5-15 odds)
- Lynedoch Street
- Riverside Road
- Trafalgar Street (25)
- Watt Street
- Whinhill Crescent
- Woodhead Road

Patch 3

Housing Officer: Julie Stewart

Assistant Housing Officer: Anne Jamieson

- Alison Court
- Alpine Grove
- Ardgowan Street
- Bawhirley Road (2-5)
- Belville Street
- Cardross Crescent
- Cardross View Parkhill Ave
- Carwood Street (15-33)
- Clynder Road
- Crawford Street
- Dalmally Street
- Duncan Place Main St
- East Street
- Eriskay Avenue
- Glen Crescent
- Highholm Street
- Irwin Street
- Islay Avenue
- Jean Street
- Kelly Street
- Ladyburn Street
- Langhouse Road
- Lansbury Street
- Larkfield Grove
- Leitch Street
- MacGillivray Avenue
- MacGowan Way
- MacGregor Road
- Nelson Street
- Oronsay Avenue
- Quarrier Street
- Regent Street (58)
- Trafalgar Street (5)
- Weir Street

We are here to help.

We know that the last couple of years have been difficult for our customers, and we want you to know that the Housing Services Team are here to help you with anything we can.

If we cannot help you then we will sign post you to someone who can.

Please give your patch Housing Officer or Assistant Housing Officer a call any time you need some help or advice.

Young Clochie gets a make over

In early 2019, Cloch launched a club for our Under-5's. During the pandemic summer of 2020, we were able to use the club to distribute free activity packs to our youngest tenants. Since then, the service was reduced as staff focussed on other areas.

We are now back and fully operational and this includes Young Clochie. Staff have worked hard to identify children who could be on our lists and we are in the process of catching up with activity packs and joining the Dolly Parton Imagination Library.

A Young Clochie Club membership allows our youngest tenants the opportunity to be part of the wider Cloch family at the same time as

learning and having fun with their parents, guardians or other household members. Membership is free for Cloch tenants although we would encourage parents or guardians to take out membership of the Association for only £1 (for life).

When they join, Young Clochies' will:

- receive a welcoming goodie bag;
- will be recognised with a card at Christmas and on their Birthday;
- will be members of the club until they turn five.

We have partnered with the Dolly Parton Imagination Library to provide a free book every month until each child turns 5 years old. The Dolly Parton Imagination Library is a book gifting programme devoted to inspiring a love of reading in the hearts

of children everywhere. Each month, enrolled children from birth until they turn five, receive a high quality, age-appropriate book in the post. This service would be free of charge for your family as Cloch Housing contribute to the costs

Also, visit our website, www.clochhousing.org.uk/young-clochie-club, where you will see a link to "Twinkl", an online education tool and a link to Inverclyde Leisure where you will find free activities for children.



New Scots in Inverclyde

In recent years, the population of Inverclyde has become more diverse attracting people and families from other parts of the country and other parts of the world.

Through the Governments Resettlement Schemes, this has included refugees from areas such as Afghanistan, Syria, Sudan and Ukraine, and Cloch is delighted to play its part in helping New Scots settle and welcome in their new home.

We work closely with Inverclyde Council and the HSCP to ensure that we can assist where we can. New Scots in our community bring a wonderfully diverse cultural mix and we want to ensure that we can offer the very best services, so we are currently organising training for staff with the Scottish Refugee Council and will be looking at Equality, Diversity and Inclusion Training in the autumn.

Translation services are already available however, we hope to improve on this service over the coming months.

Corporate Services Team Change

Kelly MacLean & Carolyne Swinney

Cloch was very sad to say goodbye to Kelly MacLean, Corporate Services Officer, who left the organisation in February 2022. Kelly had been with the organisation for 19 years and will be greatly missed. We wish her all the best for the future.

After a very successful recruitment process for Kelly's replacement, we were joined by Carolyne Swinney in April 2022. Carolyne comes to Cloch from a banking background and brings a wealth of customer service and administration skills to the post.

Wonderful work at Ardgowan Hospice

We are delighted that our contractors have stepped up to help out a local charity with their outdoor spaces. Ardgowan Hospice asked for help with refurbishing their Sensory garden and in response our contractor's went above and beyond and gave up their time to help. So a huge thank you to:

- Paterson Safety Anchors Ltd, who cleaned all the gutters and carried out some minor roof repairs.
- Nurture Landscaping who power washed slabs, removed weeds from around the property, supplied plants and planters as well as plants for the new window boxes, and generally assisted to help in moving



furniture and planters around the garden.

- Saltire Facilities Management also assisted by painting the fencing in the garden area, as well as the benches they had in the garden area. They have also repaired some brickwork, floor tiles and slabbing as well as creating a new seating area in the rear court yard.

Cloch's Senior Property Services Office, David Burrows coordinated all the activities, and Cloch is donating from its donations budget a bench and two outdoor chairs. These are currently being built for us by The Inverclyde Community Development Trust.

Delays to Planned Maintenance

Cloch apologises for delays to our kitchen, bathroom and boiler replacement work.

Unfortunately, our main contractor went in to administration and staff are now procuring for the work again.

As soon as possible, we will restart the programme.



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MyCloch: www.my.clochhousing.org.uk



Phone 01475 783637 during office hours.

Online Live Chat Facility at www.clochhousing.org.uk

Pay your rent, report an emergency repair or make a complaint using the Customer Portal at my.clochhousing.org.uk (or find the link on the website).



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