

# up close

ISSUE 22: November 2019

[www.riverclydehomes.org.uk](http://www.riverclydehomes.org.uk)



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Homes for the future

Meet Home Fix Scotland

Our Performance Report

Environmental Excellence Award

 **river clyde  
homes**  
Improving Lives and Places

## HOW TO CONTACT US

### FIRST:

Call us for free to report any issue or repair, or call into one of our offices. If we can, we will deal with your issue there and then.

### SECOND:

If you need more detailed advice and support we will try to resolve your enquiry that day and will keep you up to date with the progress. If you need advice about a complex issue, we may need to seek the assistance of an officer from one of our specialist teams. We will give them your contact details and have them call you back.

### THIRD:

We can, if you wish, pass your details to one of our specialist team members and ask them to arrange to visit you in your home at a time that suits you.

## BY PHONE:

 **0800 013 2196** (free from a landline or mobile)  
For out-of-hours emergency repairs use this number only

## ONLINE:

 [customerexperience@riverclydehomes.org.uk](mailto:customerexperience@riverclydehomes.org.uk)

 [www.riverclydehomes.org.uk](http://www.riverclydehomes.org.uk)

 [@rivclydehomes](https://twitter.com/rivclydehomes)

 [@river.c.homes](https://www.facebook.com/river.c.homes)

## IN WRITING:

River Clyde Homes: Roxburgh House,  
102 - 112 Roxburgh Street, Greenock PA15 4JT

## IMPORTANT INFORMATION: MAKING PAYMENT



### WITH THE RECENT CLOSURE OF OUR TWO PUBLIC OFFICES IN GREENOCK, THOSE WHO CHOOSE TO PAY THEIR RENT BY CASH CAN DO SO IN THE FOLLOWING WAYS:

1. Those with a six digit card can pay at the Post Office or any PayPoint outlet.
2. Those with a 16-digit card can pay at the Post Office, PayPoint outlets and also at the Inverclyde Council offices at Clyde Square Greenock.

**Also remember – you can pay by phone using your card at any time of the day or night by calling 0800 013 2196.**

# Welcome

## Welcome to Up Close magazine.

The last 12 months have seen even more significant change at River Clyde Homes, as we continue building the company and strengthening our position as one of the most ambitious housing associations in Scotland. We are ambitious for our customers, ambitious for our staff and ambitious for the future.

The last year has been a landmark year for us. We have successfully established a new group structure that includes our new subsidiary Home Fix Scotland. The repairs and maintenance service has now been integrated into the workforce and has a new look. Home Fix Scotland is a wholly owned subsidiary of River Clyde Homes that can now source work and contracts from other housing associations in Scotland and deliver quality services. The good news is that any profits the company makes will be ploughed back into the social housing function of River Clyde Homes.

So, look out for the Home Fix Scotland logo on uniforms, on our soon to be delivered new vehicle fleet and on ID badges. If you ever have any concerns about who has arrived at your home to carry out a repair, please don't hesitate to call us.



Jillian Moffat, Chair of the Board

In this edition of Up Close you can read about some of our key performance indicators. This year we are reporting some of our best performance results ever. In fact, some of the best performance results in Scotland.

But we will not rest on our laurels, we know there is more we can do. The social housing sector remains a challenging environment in which to work. And, in my view, rightly so. After all, we are dealing in one of the most important aspects of peoples' lives: the place they call home.

You can also read about our ambitious plans to build new homes Inverclyde, how we are investing in our current stock and how we are helping people get started in their first homes.

I hope you enjoy Up Close and, as always, we welcome your feedback.

Feeling lonely or isolated?  
Want to meet people for a friendly chat & a cuppa?  
Have practical skills you'd like to use, learn or share?

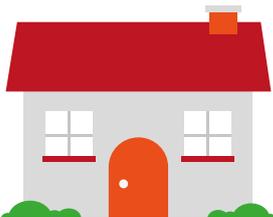
**GET IN TOUCH**  
email: [contact@inverclydeshed.co.uk](mailto:contact@inverclydeshed.co.uk)  
visit: [www.inverclydeshed.co.uk](http://www.inverclydeshed.co.uk)  
phone: 07427 555507

Up Close is available in other formats, on request.

Please contact: Keith Moore

📞 01475 788800

✉ [communications@riverclydehomes.org.uk](mailto:communications@riverclydehomes.org.uk)



Up Close is produced by River Clyde Homes and delivered to 5,600 customers. Designed by: Solo Creative.

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## totalmoney makeover

Budgeting Made Easy

Future Skills has launched a new budgeting service for residents of Inverclyde, called Total Money Makeover. We will show you the practical ways to save money, from your weekly shop to buying insurance or utilities.

We welcome any Inverclyde resident to have a Total Money Makeover and see how we can make life easier. Particularly if you are claiming Universal Credit and struggling with monthly payments, then get in touch with us for help.

**Call us today on  
01475 788915.**

futureskills

@future\_skills\_ FutureSkillsInverclyde

For more information get in touch

**01475 788915**



Inverclyde council



## Caring for buildings, building communities



Whilst the face of Inverclyde continues to change and improve for the better so too does the level of service we provide to our residents.

Following a consultation with customers who receive a caretaking service, we are pleased to have announced a new Community Caretaking Service designed specifically for our multi-storey customers.

The enhanced new service aims to meet the changing needs and expectations of customers by providing a dedicated caretaker in each block.

In addition to this, we've also pledged to increase cleaning, amongst other

health and safety tasks, by introducing a low-level handypersons service as a result of the customer feedback.

Further improvements to the service will see the responsibility for close cleaning, grounds maintenance and bulk uplifts transfer to Home Fix Scotland. This reduces service duplication in the activities provided across River Clyde Homes and saves money whilst keeping service charges affordable.

One customer, Irene McHenry of Eastern View in Gourrock, said: "I'm really pleased that we will have a full-time caretaker at Eastern View. The service has been good and the

caretakers are always helpful and provide us with peace of mind. It really adds to the sense of community to know that they'll be here all day to help us maintain our block and assist us with any tenancy matters. After all, it's our home."

Stevie McLachlan, Head of Customer Services (West) said: "It's great that we are able to deliver the services customers want. A comprehensive consultation took place to find out what they thought of the service and how they would like to see it develop. It was clear that customers wanted a dedicated caretaker in their block. Delivering sector leading environmental services is key to ensuring we are committed to our values to make "every customer happy" 'every home loved' and ensure that "every penny counts".

We have created a guide to our Community Caretaking Services to tell customers what they can expect from us.

You can read the guide on our website at: [www.riverclydehomes.org.uk](http://www.riverclydehomes.org.uk)

## River Clyde Homes has been named amongst the best in the country for tenant participation!



We're delighted to announce that we have been awarded a gold accreditation by the Tenant Participation Advisory Service - the highest rating available for local authorities.

Prior to being validated by an independent panel of tenant participation experts, staff members and tenants from across Inverclyde were asked questions around effective customer involvement.

To achieve this milestone, River Clyde Homes had to demonstrate how it met the ten standards outlined by TPAS(S) which are key to effective customer involvement.

TPAS(S) credited the tireless work of staff to go and above and beyond as well as the implementation of our award-winning senate committee as further evidence of the organisation's willingness to consult tenants regularly in the decision-making process.

Lesley Baird, Chief Executive, TPAS(S) said: "This is a very well deserved Gold Accreditation award, we were very impressed with the menu of options for customers to get involved with River Clyde Homes, their information and communication with customers is excellent and their customer scrutiny panel, the Senate, is driving forward improvements to services."

Marilyn Beveridge, Vice Chair of the River Clyde Homes Board, added: "We are thrilled to bits to have achieved the gold standard. Customer participation plays a key role in helping River Clyde Homes to not only improve its services and performance but also to identify ways we can do this to meet our customers' expectations and deliver added value for money."

Whilst we're over the moon with this award, we continually strive to improve housing services for the people of Inverclyde so if you have an idea, get in touch on 0800 013 2196.



## Things are going to look a little different...

Home Fix Scotland is a name that you're going to become familiar with and hear more about in the coming months.

Home Fix Scotland (HFS) is wholly owned by River Clyde Homes' and will be carrying out repairs to your home from now on.

Although things are going to look a little different; with new uniforms and new vans later this winter, the team is made up of the same friendly faces delivering an expert and reliable round-the-clock service.

As you know we have had a subsidiary company for several years (named RCPM) that had been undertaking some investment works to homes and carrying out environmental works in neighbourhoods.

To grow our business, protect and create local jobs and provide you with value for money for your rent, the next step was to integrate the repairs and maintenance team into the company.

As you can see on page 11 of this magazine, the satisfaction levels with the repairs service and the standards it achieves are amongst the highest in Scotland. Home Fix Scotland intends to improve upon these standards and to modernise parts of the service to get more of your repairs carried out faster and right first time.

Mark Robson is the Managing Director of HFS. He says: "We are committed to improving the services we provide to our customers and will be working hard over the coming months to build upon the improvements already made. We have had a challenging summer for a variety of reason, but we are looking to rectify and enhance these services to ensure standards are improved and consistently met in the future."

**STAY SAFE:** When a Home Fix Scotland representative arrives at your home to carry out a repair just take a moment to follow these steps:

1. Look out for the Home Fix Scotland logo
2. Ask to see their identification badge
3. If you have any concerns, call us on 0800 013 2196



**IMPORTANT:** Although Home Fix Scotland are carrying out the repairs, the way you report problems in your home remains unchanged: Call River Clyde Homes on 0800 013 2196 at any time of the night or day.

Home Fix Scotland has achieved the following accreditations.



## New partnership at Elliot Court

Ensuring our residents are provided with an abundance of care and support as and when they require it remains at the forefront of everything we do. That is why we're delighted to announce a new partnership that will safeguard housing support services for tenants at Cloch Housing Association's sheltered complex, Elliot Court.

Built in 1983, the Greenock complex contains 23 homes and remains a popular location in the town's East End. The new partnership has not only been warmly welcomed by residents around the accommodation but also by the Warden, whose services have been transferred from the previous provider to ensure a seamless transition.

Mrs Jessie Murdoch, a resident at Elliot Court said: "We are delighted that the service has continued and that we've been able to keep our warden. She really is someone who we can confide in, respects confidentiality and is always willing to help. We're glad that we have Cloch and RCH working together for the benefit of all residents."

As always, providing our residents with access to the right support remains a top priority for our team. Jillian Moffat, Chair of the River Clyde Homes Board, said: "We are thrilled to be working in partnership with Cloch for the continuation of this invaluable service. River Clyde Homes is the largest sheltered housing provider in the area, managing eight complexes, and has an excellent track record. Our last Care Inspection was our best ever, building on years of continuous service improvement."



The Inspector's report in 2017 stated: "The tenants we spoke to expressed high levels of satisfaction with the service and told us about the positive benefits they had experienced since coming to live in one of the River Clyde Homes' sheltered housing complexes."

Andy Thompson, Housing Services Manager at Cloch, echoed these thoughts, "It is really pleasing that the Inverclyde HSCP, who manage supported housing contracts in Inverclyde, were able to find a local partner who provides a well proven high-quality service. The partnership has made the transition easier for the residents and keeping the warden is a big bonus for them. We look forward to the next few years of working in partnership with River Clyde Homes".



## Fitba Crazy!

Youngsters had a ball this summer as football program hits the back of the net again!

Youngsters had a ball as children's football program hits the back of the net again!

Following on from this summer's success, River Clyde Homes once again teamed up with Morton in the Community to provide children across Inverclyde with the opportunity to attend free football sessions during the October break.

With over 40 children in attendance and an abundance of talent on show, the week-long camp took place at the Port Glasgow Shared Campus. Boys and girls aged between 4-12 years old

were treated to a morning of football training from Morton in the Community coaches followed by a nutritious and hearty lunch.

Inverclyde Council funded the project through its Participatory Budgeting Scheme whereby residents of Port Glasgow were able to vote for the projects they wanted to see.

Heather Mitchell, Inclusive Communities Manager at River Clyde Homes, said: "Providing activities for children in our communities is important to us at River Clyde Homes, particularly during school holidays. We understand that the holidays can be a difficult time for parents and we hope that this took some of the pressure off. This was an opportunity for the children to meet new friends, gain new skills and enjoy a delicious lunch at the end of an energetic morning. We'd like to thank Inverclyde Council and the residents of Port Glasgow for helping us to achieve this funding."

Lee Mitchell, Sport Project Manager at Morton in the Community, added: "We were delighted to again work in partnership with River Clyde Homes to deliver a five-day football camp for their residents. We delivered countless hours of football coaching as well as serving up over 150 meals in that period. Some of them are now expressing an interest in joining our community teams and continuing their footballing journey. We look forward to organising more Football Camps in partnership with River Clyde Homes and inspiring the next generation of young footballers to fall in love with the game."

## Excellent Environmental Standards At RCH

River Clyde Homes has been awarded the Silver Level National Award for Environmental Excellence in further recognition of its work in your neighbourhood.

Organised by the environmental charity Keep Scotland Beautiful, the award represents a significant milestone for us and recognises that our efforts to maintain clean, green and safe social spaces hasn't gone unnoticed.

Pete Leonard, Operations Director at Keep Scotland Beautiful said: "We're delighted with the level of achievements of River Clyde Homes and pleased to recognise and celebrate the efforts of employees with a silver National Award for Environmental Excellence. We know that sustainable living environments have a positive impact on the health and wellbeing of people. This accolade acknowledges the positive impact being made in the community.

Throughout the past year, Keep Beautiful Scotland has carried out in-depth assessments of our sheltered housing complexes and high-rise properties as well as consulting residents regarding the policies and procedures of the organisation.

Jenny Speck, a River Clyde Homes Board member, said: "As a society we are aware of the importance that our surroundings have on our health and wellbeing. This award shows the commitment that River Clyde Homes has made to continue to create cleaner and greener spaces for its customers. We really value the work that our caretakers and wardens do to keep the environments around our sheltered housing complexes and multi-storey blocks looking spick-and-span. My congratulations go to everyone involved."

Stevie McLachlan, Head of Customer Services (West) said of the award: "This award provides us with a map to help us improve our



environmental management, particularly as we launch our new caretaking service. It is also a great document to assist us to plan and budget for future improvements."

Whilst implementing excellent environmental standards and encouraging sustainable conservation remains a priority consideration for our business and communities, River Clyde Homes has not stopped there. As part of our ongoing pledge to achieve zero landfill waste by 2021, contemporary inventive waste management solutions have also been installed at the Home Fix Scotland depot in Greenock to limit what goes into landfill. Not only do these changes make a real, positive difference to the environment but they should also help us in our future quest for the gold accreditation!

## New Home, New Incentive



**Make Yourself a Home** is a bold initiative helping people get started in their new homes across Inverclyde.

By offering incentives, prospective tenants can now choose from a diverse range of options around white goods and carpets prior to moving in to give their new homes a personal touch.

This new initiative is specifically designed to tackle some of the challenges associated with moving house and to deliver a more cost-effective and seamless transition for our customers.

With flats available to rent immediately in Port Glasgow and Greenock, River Clyde Homes has continued to receive positive endorsements from those it is looking to help as part of the incentive.

Ryan, one of the countless new tenants to have benefited, said 'The staff were really helpful, and to be honest I couldn't believe how easy the process was.

"River Clyde Homes were really great at getting me started in my own tenancy. The place was carpeted, the kitchen and bathroom were new and I got a paint pack to freshen the rooms up.'

He continued: "It's all happened so quickly. I can't actually believe it! And with the added bonus of a 24/7 call centre and the emergency repair service, I know that if I need any advice, or if something goes wrong, there's someone at the end of the phone to help me."

Many of the home with incentives are in tenemental blocks where we have recently launched a new close cleaning service which aims to meet the changing needs and expectations of customers.

**If you'd be interested in finding out how Make Yourself a Home could benefit you or someone you know, please contact one of our team 0800 013 2196 or email [customerexperience@riverclydehomes.org.uk](mailto:customerexperience@riverclydehomes.org.uk).**



## Homes for the future

River Clyde Homes' plans to build up to 550 much needed new homes in Inverclyde are well underway.

We recently got the green light to build over 220 new homes in Port Glasgow to create a desirable new development that will transform the area between Kilmacolm Road and Southfield Avenue, on the site of the former St Stephen's High School.

With site works already underway, the provision of 170 flats and 54 houses will be a welcome addition and provide the area with much-needed homes for social rent. All are designed with wider doorways and hallways for customers with varying needs.

Upon completion, new residents can expect a variety of house types and sizes catering to the diverse requirements of the community. This will include a range of one-or two-bedroom homes in three and four storey blocks as well as an array of detached and semi-detached houses. There is also leisure space in the form of a playpark.

Elsewhere, phase two of the 96 home development at Slaemuir will be completed in spring 2020. These 40 homes are all houses with front and back doors, replacing the blocks which once stood on the site.

In Greenock, at James Watt Dock, things are beginning to take shape at the £17.5m, 137 home waterfront development. The spacious site, overlooking the iconic Sugar Sheds, will



Recently built homes at Mallard Crescent



James Watt Dock sod cutting



Chalmers Street aerial view



St Stephen's Culdesac view



St Stephen's entrance view



Chalmers Street front view



St Stephen's Court

provide much needed modern, energy efficient homes, eight of which are being built in partnership with Blackwood Housing Association designed for customers with additional housing needs. The development comprises 67 one-bedroom and 70 two-bedroom flats.

Stuart McMillan MSP for Greenock and Inverclyde saw for himself how work is progressing and said: "Providing more affordable homes is a crucial part of the Scottish Government's aim to create a fairer Scotland and improve communities through inclusive growth. I'm delighted that River Clyde Homes is working hard to deliver high-quality, affordable homes, adding to the offering locally."

Finally, we have applied for planning consent to build our first new homes in Gourock. If successful the 40-home flatted development, all with level access and lifts will be built in the Chalmers Street area, offering spectacular views over the River Clyde.

Jillian Moffat, Chair of the River Clyde Homes Board welcomed all the new homes, saying: "It's all go! We are very pleased that these significant developments of much needed new homes across Inverclyde, with an investment value of £66m, are at the planning and build stage. It is a significant in-road to our commitment to build up to 550 homes over the next five years."

The building of all these new homes is supported by the Scottish Government. They are all designed by Chameleon Architects and constructed by Cruden Building.

## How are we doing?

A welcome from Jillian Moffat,  
Chair of the Board

Welcome to this latest update on our performance, value for money and affordability. This year, after consultation with our Customer Senate, we're taking a slightly different approach to reporting our results to ensure we achieve value for money. For the first time, we're reporting the key statistics in Up Close magazine, which is distributed to all our tenant customers. In addition, we're producing 500 copies of the traditional booklet, available to customers on request. And, following the successful pilot last year, we are developing our performance reporting website which, I hope, you'll take a moment to look at.



This brief overview published here, looks in detail at:

1. Key performance results for our services
2. Our progress over the last 12 months
3. What we spend your money on
4. Our plans for the next 12 months

You can read more about these developments on our website as well as other initiatives we have undertaken to help us, and our customers, deal with the many challenges we face.

We welcome your feedback as always and I would like to assure you that the Board will continue to drive improvements to performance at River Clyde Homes that will hopefully help make a difference for you and your home.

### A BREAKDOWN OF OUR RENT CHARGE BY HOUSE SIZE:



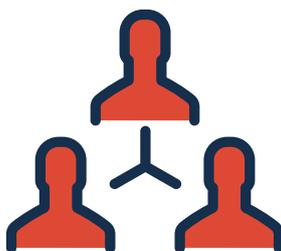
Size of home	Number owned	Your landlord	Scottish Average	Difference
1	121	£74.59	£70.22	6.2%
2	1,511	£82.39	£76.10	8.3%
3	2,690	£86.76	£77.70	11.7%
4	1,382	£93.20	£84.44	10.4%
5+	134	£99.11	£93.49	6%

#### OVERALL CUSTOMER SATISFACTION WITH RCH



RCH 2018/19	89.3%
RCH 2017/18	89.3%
SCOTTISH AVERAGE 2018/19	90.1%

#### CUSTOMERS WHO ARE SATISFIED WITH THEIR INVOLVEMENT IN DECISIONS



RCH 2018/19	86.5%
RCH 2017/18	86.5%
SCOTTISH AVERAGE 2018/19	86.5%

#### CUSTOMERS THAT FEEL WELL INFORMED



RCH 2018/19	92.2%
RCH 2017/18	92.2%
SCOTTISH AVERAGE 2018/19	91.6%

# Safe and Healthy Homes

**HOMES MEETING THE SCOTTISH HOUSING QUALITY STANDARD (SHQS).**



RCH 2018/19	93.9%
RCH 2017/18	96.7%
SCOTTISH AVERAGE 2018/19	94.1%

**Time (hours) to complete emergency repairs**



RCH 2018/19	2.85
RCH 2017/18	3.42
SCOTTISH AVERAGE 2018/19	3.6

**Time taken to complete non-emergency repairs. (days)**



RCH 2018/19	3.28
RCH 2017/18	2.74
SCOTTISH AVERAGE 2018/19	6.6

**£2.3m**

**FIRE RISK ASSESSMENT WORKS**

**£17m**

**INVESTMENT IN HOMES IN 2018/19**

**211**

**HOMES BROUGHT TO THE SHQS**

**REPAIRS COMPLETED RIGHT FIRST TIME.**



RCH 2018/19	97.8%
RCH 2017/18	97.8%
SCOTTISH AVERAGE 2018/19	92.5%

**REPAIRS APPOINTMENTS KEPT**



RCH 2018/19	96%
RCH 2017/18	91.7%
SCOTTISH AVERAGE 2018/19	95.6%

**SATISFACTION WITH THE WAY RCH DEALS WITH REPAIRS AND MAINTENANCE**



RCH 2018/19	89.2%
RCH 2017/18	89.2%
SCOTTISH AVERAGE 2018/19	91.7%

## Your neighbourhood

280

REPORTED CASES

ANTI-SOCIAL BEHAVIOUR  
CASES RESOLVED WITHIN  
LOCALLY AGREED TARGETS.

ASB

RCH 2018/19	88.9%
RCH 2017/18	88.8%
SCOTTISH AVERAGE 2018/19	87.9%

## Stay in touch with us...



With the recent closure of our two public offices in Greenock, there's never been a better time for customers to make greater use of our Customer Experience Team.

This locally based team of experts, with a wealth of local knowledge and understanding, are at the end of the phone to help customers 24/7 at any time of the night or day.

If it suits you to pay your rent by phone after completing your nightshift, then we can help. If you want to check your rent balance before you go to bed, it's easy.

Since it was set up three years ago the team has become a much-relied upon service for thousands of customers across Inverclyde. The sheer volume of calls it deals with is staggering.

The team is the first port of call for complaints too. With access to all our service and customer information,

they will do their best to resolve any issue on the first call. If they can't, it will be escalated through our complaints process.

Stevie McLachlan, Head of Customer Service (West), said "I know some customers will be disappointed at the closure of our offices, but the reality is that footfall has been decreasing since the introduction of our local 24/7 customer experience service in 2017. This team offers a full range of services at the end of the phone at any time of the night or day, whenever suits the customer."

Tenants are also encouraged to sign up for our customer portal on our website. This new feature allows access to a number of services, including reporting repairs, at the click of a button.

You can find out more at [www.riverclydehomes.org.uk](http://www.riverclydehomes.org.uk)

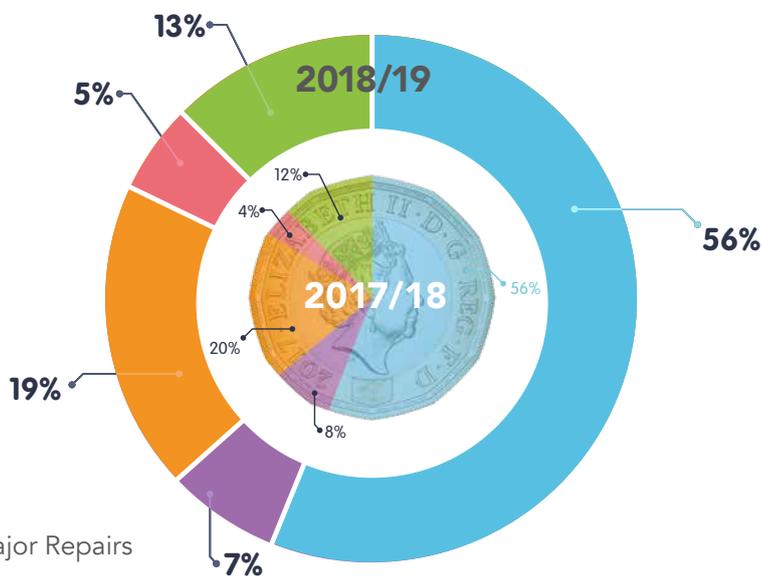
Our new office at Clyde View at Ladyburn in Greenock will have a full and welcoming customer reception, but meantime, just call us any questions about your home or your tenancy.  
Tel: 0800 013 2196

# Value for money

## HOW WE SPEND OUR MONEY

### Expenditure

- Staff Costs
- Interest Paid
- Other running costs
- Regeneration/Investment/Demolitions and Major Repairs
- Reactive Maintenance Costs



**REVIEW OUR OLDER PERSONS POLICY**



**DEVELOP NEW INCOME STREAMS**



**INTRODUCE AND DEVELOP OUR NEW RENT POLICY**

## Want to know more?

If you want to know more about our performance, you can request a copy of our Annual Report for Tenants 2019/20 or, see our website at [www.riverclydehomes.org.uk](http://www.riverclydehomes.org.uk).

The Scottish housing Regulator's website carries lots of other information about River Clyde Homes' performance and allows you to compare our performance to that of other landlords.

## River Clyde Homes takes a stand against domestic abuse



We recently signed up to the Chartered Institute of Housing's 'Make a Stand' pledge, to support people in our community who experience domestic abuse.

The campaign centres around a pledge which has been developed by the Chartered Institute of Housing in partnership with Women's Aid and the Domestic Abuse Housing Alliance (DAHA) to encourage housing organisations to commit to supporting people affected by domestic abuse. River Clyde Homes now joins more than 300 housing organisations who have signed up to the campaign.

Elaine Cannon, Service Improvement Manager, Central Team said: "As a large housing association, and a major employer, we are in a unique position to be able to identify the signs of abuse. By signing up to the pledge

we are recognising the critical need to develop policies that will help support not only those who live in our homes, but also our employees."

Working in partnership with Inverclyde Women's Aid, who can provide practical and emotional support to women who experience domestic abuse, River Clyde Homes have published on their website and in communal areas, information on local and national domestic abuse support services, for both customers and staff. We are now currently in the process of writing policies for both residents and staff affected by domestic abuse.

Marilyn Beveridge is the vice-chair of the River Clyde Homes Board. She said: "I am extremely proud that River Clyde Homes has committed to this pledge. Millions of people experience domestic abuse every year, with more than two women killed by their partner, or ex-partner, every week in the UK. As a housing association we recognise the important role we can play in supporting those who experience domestic abuse and by providing practical support through embedding a policy to support residents, demonstrates our commitment to improving lives and places."

**Remember, help is available. Anyone experiencing domestic abuse or who is concerned about someone else, can call Inverclyde Women's Aid on 01475 888 505 or the 24-hour National Domestic Violence Helpline for free on 0808 2000 247.**  
**IN AN EMERGENCY CALL THE POLICE ON 999.**

## Financial Wellbeing Service

Managing your money can be difficult but we want to help.

In 2017/2018 we helped our customer achieve over £2 million in additional benefits.

Our experienced staff provide information and advice for River Clyde Homes tenants on a wide range of welfare rights and issues.

The advice is free and confidential and an appointment is not always necessary. We can also visit you in your home at a time that is convenient for you.

**The main areas that we can offer support with are:**

- help to make new claims and report changes in your circumstances for all benefits including any new devolved benefits offered by the Scottish Government
- Help you understand and comply with all Department for Work and Pensions, HM Revenue and Customs or Inverclyde Council requests for information
- Advice and assistance to access additional grants or funding
- Assistance to resolve benefit problems or challenge decisions, submit reconsiderations and appeals e.g. Inverclyde Council, DWP, HMRC.
- Benefit entitlement calculations tailored to your own personal circumstances
- Signpost and make referrals to other organisations



**Please contact our Financial Wellbeing Officers if you feel we can offer any advice or support on 0800 013 2196**

# LOOKING FOR A NEW HOME?

WE CAN HELP YOU GET STARTED

Homes available for  
immediate let in

Highholm Street,  
Port Glasgow  
Belville Street,  
Greenock

## We offer:

- Your choice of white goods or carpets\*
- Secure tenancies
- 24/7 repairs service
- Housing support

Call us free on  
**0800 013 2196**  
or head to  
**[riverclydehomes.org.uk](http://riverclydehomes.org.uk)**

 **river clyde  
homes**

\*Terms and conditions apply.

# THINGS ARE GOING TO LOOK A LITTLE DIFFERENT

The repairs to your home will now be carried out by



- Part of the RCH Group.

The same friendly and experienced team will visit and carry out your repairs to the same high standard you've come to expect.



Our team will have **new uniforms**, will carry new **ID badges** and will soon have **newly branded vans**.

Just look out for the **Home Fix Scotland logo** and if you've got any concerns, you can call us for free on **0800 013 2196** at any time of the day or night.



Reporting your repairs remains the same:  
**Contact us 24/7 on 0800 013 2196.**