

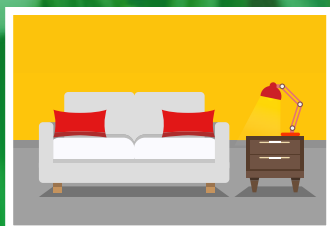


Bridgewater Bulletin

Hello Spring



RENT AND SERVICE
CHARGE INCREASE
2025/2026 **Page 2**



INTRODUCING THE
AMENITY PLUS
MODEL **Page 3**



REINFORCED
AUTOCLAVED
AERATED CONCRETE
(RAAC) **Page 14**



BARGARRAN ESTATE
WALKABOUT **Page 17**

Rent and Service Charge Increase 2025/2026

Midway through the financial year, we review our finances to determine the necessary rent increase to maintain services. Rental income is our primary source of funding.

Previously, we used an external consultant for tenant consultations, but this year we conducted it ourselves through surveys (paper and electronic) and in-person events. We received 152 responses.

The Board aims to keep rent increases minimal while ensuring property upkeep, environmental care, and service provision. A 3.5% increase was the minimum required, while a 4.0% increase would have allowed additional property adaptations and a hardship fund. Consultation results showed 80% support for the 3.5% option, which the Board approved, effective 1 April 2025.

While most tenants only pay rent, some incur service charges (e.g., stair cleaning, extra care services). This year, we reduced several charges. Changes to 94 "Sheltered" properties led to lower charges and a new "Amenity Plus" service pilot starting 1 April 2025, aiming for better value while maintaining service quality.

We actively seek external funding and collaborate with community partners to support tenants. Follow our social media and website for updates.

We also asked tenants to identify our top priorities. The three key areas were:

- Affordable rents
- Quality repairs service
- Home improvements

All comments, complaints, and requests were addressed, and a Prize Draw awarded supermarket vouchers to three winners. We managed to get pictures with two of our lucky winners! Congratulations to them!

The detailed results of the survey can be found on our website at www.bridgewaterha.org.uk/rent-increase-survey-25-26/



*Two of
our lucky
winners!*



Introducing the Amenity Plus Model

In our last newsletter, we reported that a tenant consultation had taken place. We are pleased to announce that 75% of the sheltered housing tenants who returned their comment cards were in favour of transitioning from sheltered housing to the new Amenity Plus model. Based on this feedback, the Board formally approved the adoption and implementation of the Amenity Plus model, which will begin on 1st April 2025.

The Amenity Plus service is designed to be both affordable and value for money, providing tenants with a range of benefits that ensure their safety and comfort.

Key Benefits of Amenity Plus:

- **Dispersed Alarm System:** Tenants will have access to a dispersed alarm system linked to an alarm receiving centre, which provides immediate assistance in the event of an emergency.
- **Smoke Alarms:** These will be connected to the dispersed alarm system, ensuring tenants are protected 24/7, providing an added layer of safety and security.
- **Close Cleaning Service:** A cleaning service will be provided to help maintain the common areas, ensuring that shared spaces remain clean and well-kept.

To further support the transition, a **Meet the Team Event** was held at Bargarran Community Centre, where sheltered housing tenants had the opportunity to meet members of the Customer Service Team. This event was a great chance for tenants to get to know the team they will be contacting for repair requests and other services.

Additionally, all tenants were offered a home visit to review the information held by the alarm receiving centre and to further explain how the Amenity Plus model works.

We are excited to begin this new chapter and are committed to ensuring that all tenants feel safe, supported, and informed as we move forward with the Amenity Plus model.



Common Allocations Policy Review

Since 2019, Bridgewater Housing Association has been working with other local housing associations and Renfrewshire Council and allocating properties using a Common Allocations Policy.

Developing this Policy was a huge piece of work at the time and involved staff from all the partner landlords working together and agreeing one Allocations Policy that would cover the following organisations:-



The Policy appears to have been working very well and all parties were keen to continue working together. All policies require regular review and the review of the Common Allocations Policy began in early 2024. Due to the number of organisations involved, the review took time. This policy is a comprehensive policy covering lots of aspects of allocations, guidance and good practice and each element was scrutinised in detail.

The review by staff and stakeholders was completed at the end of 2024 and the Board of each organisation has to approve it. Bridgewater Housing Association approved it in February 2025 and the amended Policy will take effect from 1 April 2025.

The changes were very minor, apart from some wording changes to update the guidance and procedures, the only material change was to make it clear that those applicants in the most urgent need may have to consider additional areas of choice to maximise their chances of being rehoused in a reasonable timescale.

The full Policy can be found on our website at
www.bridgewaterha.org.uk

Details of how to apply for housing with Bridgewater is also available on the website in the "Documents/Policies" section



Housing Application Form **Moving Online**

We have recently been working to change our paper Housing Application form to an online form. We currently have an on-line customer portal – MyBHA and it has proved to be very successful and many of our tenants and factored owners are finding it easy to use.

Creating an online version of our housing application form has been the next step in our aim to improve our digital communication channels and to work more efficiently. Staff are currently testing the form and we hope to have it available for customers to use soon.

At the moment we have over 900 applicants on our current list. Many of these applicants may no longer be looking to be rehoused and as part of our move to an online form we will be contacting our current applicants to ask if they want to remain on the list.

Once the on-line form is ready to go live, all new applicants will be asked to complete the form electronically. This can be done via a computer, a tablet or mobile telephone. The expectation is that applicants will be able to log into their application and update their details etc.

We expect there may be some teething problems as we try out this new service. If you would like to take part in testing the form and give us some feedback on the process, please let your Housing Officer know and we can make arrangements to give you access to our test system to try it out.

Housing Services Update

Tenants' Activities Update

We regret to inform you that the funding from the Engage Renfrewshire Community Health and Wellbeing Fund has come to an end. As a result, the Art and Craft classes at Bargarran Community Centre will no longer be running starting 31st March 2025. However, we are pleased to confirm that the Strength and Balance classes with Chrissie will continue every Thursday from 10:45 AM to 11:30 AM funded directly by the Association.

We are also excited to introduce our **Coffee & Catchup Chat Sessions!**

Coffee & Catchup Chat Sessions

Join us every Monday from **1:30–3:00 PM** at **Bargarran Community Centre** for a relaxed and fun-filled time!

Great company, lively chats, and exciting activities await!

Come for the coffee, stay for the fun! These sessions are free of charge and are open to residents aged 60 and over. Feel free to bring your friends or come make new ones! We look forward to seeing you there.

Upcoming Sessions:

Monday 14th April:

Hot Cross Easter Quiz & Bun Time

Monday 21st April: Bank Holiday

Monday 28th April:

Hope Murphy Pet Portraits – Guest Speaker

Monday 5th May:

Bank Holiday

Monday 12th May:

60s & 70s Name That Tune

Monday 19th May:

Hotwire Crafts – Guest Speaker

Monday 26th May:

Bank Holiday

Monday 2nd June: Countdown

Monday 9th June:

Football Cake Mystery Session

Monday 16th June: Prize Bingo



Staff News

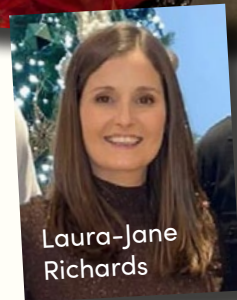
Since our last winter newsletter update, there have been several staff changes within the organisation.

In December of last year, Ruth Brogan, our Head of Housing, retired. Ruth had been with the organisation since 2019 and dedicated herself to improving services for the tenants of Bridgewater Housing Association. Under her leadership, we saw the successful introduction of the Modern Apprenticeship program and the smooth implementation of our Customer Services Team.



Ruth Brogan

When Ruth reduced her hours in 2023, Hazel Aitken joined the team as part of a job share. Over the past 18 months, Hazel has worked closely with Ruth to enhance both the Customer Services and Housing Services teams. Hazel left the association at the end of March as we welcomed our new Head of Housing, Laura-Jane Richards.



Laura-Jane Richards

While we will certainly miss Ruth and Hazel and are deeply grateful for their significant contributions to our services, we are excited to introduce Laura-Jane Richards, who will take on the role from the 24th March. Laura-Jane brings a wealth of housing knowledge and experience, and we know she will be a fantastic addition to the team. We look forward to sharing more about Laura-Jane in our next newsletter.

Additionally, Jim McFarlane, our Project Co-Ordinator for Care & Repair, retired just before the Christmas break after an incredible 25 years of service. Jim has been a valuable colleague to all of us, and while he will be missed, we are pleased to welcome Iain Donald as our new Small Repairs Worker. Iain, a skilled joiner, will be primarily serving Inverclyde and has already settled in well with the team.

We also bid farewell to Ruby Robertson, Pat Bell, and Janette Brown, our Housing Support Officers, due to changes in our Housing Support Services. Together, they have accumulated over 40 years of service at Bridgewater Housing Association. We wish them all the best in their future endeavours.

We extend our warmest wishes to all our colleagues, both within and outside of Bridgewater Housing Association, as they move on to new opportunities!

Update on our Modern Apprentices

We're happy to share an update on our Modern Apprentices, Jordyn and Sam, who are doing great in their roles at Bridgewater Housing Association. Both have been working hard and enjoying their learning experience.



Jordyn and Sam have just achieved an important milestone—they've both earned their first certificates in their Modern Apprenticeships! This is a big accomplishment, showing their dedication and hard work. They both continue developing their skills as part of our Customer Services team.

As part of their training, Jordyn and Sam continue to gain hands-on experience in customer services and learning more about the wider housing work we do. They're helping to support our tenants and improve the services we offer, while continuing to build their knowledge of the housing sector.

We're so proud of how far they've come and excited to watch them grow in their roles. Jordyn and Sam are already valuable members of the team, and we look forward to supporting them as they continue to develop their skills and take on new challenges in the future.

Exciting Announcement!

We are thrilled to announce that the Association will be working closely with Erskine Arts in the near future. Together, we aim to bring some exciting events and activities for tenants of all age groups. Whether you're young or young at heart, we look forward to delivering something special for everyone.

Stay tuned for more details—we can't wait to share what's coming up!

ERSKINE WRITERS

Tuesdays 1.30 - 3.30pm



You don't have to be an accomplished writer to join Erskine Writers. Our members are all at different stages and levels of writing. So whether your thing is poetry, short stories, writing articles or perhaps novels, pop along and join us for a tea, coffee and a chat.

We are always looking forward to welcoming new members. So, if you feel you have a book in you or you just need friendly advice on writing, why not stop by Erskine Arts or send us an email.



EMAIL: rmiwilliams@hotmail.com

ERSKINE ARTS | Erskine Sports Center | Kilpatrick Drive | PA8 7AF

www.erskinearts.co.uk

Have you a **FLAIR** for helping your community?

Housing associations in Renfrewshire and East Renfrewshire have launched a recruitment drive for people willing to help their communities.



The aim is to recruit individuals to serve on the Boards – sometimes known as Management Committees – of housing associations and ultimately make a difference.

A number of housing associations run what's known as the FLAIR Academy – a FREE training initiative designed to provide all you need to know about what serving with a housing association entails.

The reward is that you are involved in the decision-making process on housing and regenerating communities – all part of the inspiring work housing associations undertake.

FLAIR is made up of the following housing providers: Barrhead HA, Bridgewater HA, Ferguslie Park HA, Linstone HA, Paisley HA and Williamsburgh HA.

FLAIR is particularly keen to recruit people who are underrepresented in the housing sector. FLAIR positively encourages applications from individuals regardless of sex, race, disability, sexual orientation, age or religion or beliefs.

If you are looking for a way to have a voice in the housing sector this opportunity might be for you.

FLAIR can offer continuing professional development, real life experience for your CV, volunteering with meaning and purpose, networking with professionals and others committed to social impact and ultimately a way of helping improve communities and lives.

Being part of the FLAIR ACADEMY lasts 9 weeks and there are 2 semesters – April to June and Oct to Dec every year. It requires around 6 hours per month. All training materials, resources and reasonable expenses are covered.

There is a session every Tuesday evening between 6.30pm – 8.00pm. These sessions will be held remotely with access via Microsoft Teams or Zoom.

Further details are available from FLAIR on **07735 911 831**.

SAVE THE DATE! OUR AGM

**Join us for this year's Annual General Meeting on
Wednesday, 10th September 2025 at 5.30pm Venue to be confirmed.**

Invitations will be sent to our Share Members. If you would like to become a Share Member and attend, please visit our ABOUT US page on our website for more information.

Donations - Kids Out - The Giving Tree

Our incredible staff at Bridgewater joined forces with other businesses within the India of Inchinnan Business Hub and donated over 200 gifts to help disadvantaged children experience the magic of Christmas.

The Giving Tree was originally created to be a fun alternative for the traditional Secret Santa, when instead of buying anonymous gifts for colleagues, the Giving Tree encourages people to buy a toy or gift for a disadvantaged child. However, now the Giving Tree has

become a heart-warming concept that runs 365 days a year, providing the opportunity for our kind supporters, to buy toys, gifts and Fun Days Out for children who need it most, when they need them most. Each week, KidsOut provides thousands of toys for children who have escaped domestic abuse or are disadvantaged or have life-limiting conditions.



Support The Giving Tree

Ditch Secret Santa and help a local Disadvantaged child this Christmas!
What do you need to do?

1

Please take a tag. The tag has a child's name, age and the toy they would like on it.

2

Purchase the toy on the tag.

3

Bring your present back to your office.

4

KidsOut delivers presents to local disadvantaged children.



www.kidsout.org.uk 01525 385252 Reg. Charity No: SC039477

It was truly heartwarming to see everyone come together to bring joy to vulnerable children.

Bridgewater has allocated £1000 this financial year to support charities, individuals and/or community groups. Applications should be made to the CEO who will make a decision on who should benefit according to our Donations and Sponsorship Policy and within the Association Rules.

If you are aware of a local community organisation or group who would benefit from a donation please contact the Association for their request to be considered.

The maximum single donation cannot exceed £300.

So far this year Bridgewater has made donations to Capability Scotland, The Giving Tree, SAMH and Erskine Swimming Club.

Property Services and Factoring Update

Reactive Repairs Update

As spring approaches, Bridgewater looks back on another busy winter period for reactive repairs. Our contractors have worked tirelessly through the colder months, responding to heating issues during the chilly weather and managing the impact of January's storm.

Despite the challenges, we achieved an average response rate for repairs completed on time of 91% in December, 81% in January, and 90% in February. While this is slightly below our target of 95%, it is still a commendable outcome given the adverse conditions and increased call-outs.

For non-emergency repairs, our performance remained strong, with an average of 93% (December 92%, January 91%, February 96%), again just shy of our target.

We are proud of our team's dedication and would like to extend our gratitude to all our contractors for their hard work throughout this period.



Resurfacing Works

The Association recently appointed Cardwell Nurseries to carry out some ad hoc resurfacing works, including the Park Glade car park, a car park in the Park Wood area, and various patches around Sempill Avenue.

The works were completed to a high standard and were selected on a value-for-money basis. Residents have praised both the quality and the efficiency of the resurfacing, expressing positive feedback on the improvements made.

We are pleased with the outcome and thank Cardwell Nurseries for their prompt and professional work.



Property Services and Factoring Update



Storm Damage

In January 2025, Storm Éowyn unleashed hurricane-force winds across Scotland, with gusts reaching up to 114 mph. This "once in a generation" storm caused widespread damage.

In Erskine, residents faced challenges such as fallen fences, uprooted trees, and roof damages. The Association's contractors responded promptly, conducting emergency repairs and tree surgeries with utmost speed and safety.

We extend our gratitude to all residents who reported issues and demonstrated patience during the restoration process. Special thanks to our contractors—Idverde (and their tree surgeon subcontractors), Cardwell Nurseries, and MCS—for their unwavering dedication and swift action in resolving these challenges.

Planned, Cyclical & Compliance Works

The Association has been carrying out planned works—such as boiler, kitchen, bathroom replacements, and rewires—on an ad hoc basis throughout 2024-25.

However, from the end of March 2025, the Association will return to tendered programmes for these works to ensure the best value for money. More details can be found in the [Stock Condition Works](#) article.

Looking ahead, the Association's cyclical programmes for decoration and gutter cleaning will resume in the spring of 2025. Be on the lookout for Patterson Safety Anchors cleaning gutters and JS Harvie completing decoration works in your area. If you're unsure about the identity of any genuine contractors, please contact our office on **0141 812 2237**.

We're pleased to confirm that the Association remains compliant with all tenant safety aspects as we transition from winter into spring 2025. Bridgewater continues to maintain 100% of properties with a valid **CP12 gas safety certificate**, 100% with a valid **EICR electrical certificate**, and 100% of stock with a valid **interlinked smoke and heat detection system**.

If you have any concerns about tenant safety components, please don't hesitate to contact our Property Services Team, who will be happy to assist.



Property Services and Factoring Update

Emphasising The Importance of Access for Safety Checks

Please remember it is critical that residents allow access for annual gas servicing and five-year electrical safety tests. Both are legal requirements and vital for ensuring the safety of your home.

Failure to permit access for these checks is a breach of your Scottish Secure Tenancy agreement and the association will take necessary steps to gain access if required.

We appreciate your cooperation in maintaining a safe living environment for all residents. If you have any questions or need to schedule an appointment, please contact our Property Services Team.

Stock Condition Survey

The Association has successfully developed a 30-year planned maintenance programme for major repairs, based on the data currently held on our system. This plan outlines key investments to maintain and improve our housing stock, including kitchens, roofs, boilers, and other essential components. For the 2025-26 financial year, the Association has budgeted £2.2 million for these major works.

To ensure the accuracy and relevance of this plan, the Association is set to recruit an **in-house surveyor** who will carry out comprehensive stock condition surveys across all properties. The surveyor will review the existing data against the actual condition identified during on-site surveys. Once completed, the survey data will help update and refine the planned maintenance programme, ensuring it accurately reflects the needs of our housing stock.

We appreciate the cooperation of residents during this process, as their support is essential in helping us maintain safe and high-quality homes. For more information, please contact the Association directly.

Reinforced Autoclaved Aerated Concrete (RAAC)

In September 2024, we discovered that some of the properties in Erskine which we either own or manage in our capacity as property factor may contain Reinforced Autoclaved Aerated Concrete (RAAC) panels in their construction. These properties were built in the 1970s and 1980s by the Scottish Special Housing Association (later Scottish Homes) before they transferred to Bridgewater HA in 1998. RAAC is a lightweight, precast concrete that was used in the construction industry between the 1960s and 1990s. Properties affected are those with “flat roofs” and communal areas, we have written to all affected residents.

As part of our commitment to tenant and resident safety, we have initiated thorough property inspections, with AJ Balfour leading surveys of top-floor flats in affected areas. While progress is being made, access to some properties has posed challenges, requiring the commencement of forced entry procedures for tenanted properties and legal consultation for private owners.

What we are doing:

- ✓ **Resident communication:** In mid-January, we contacted tenants and owners in all known affected blocks to inform them about the presence of RAAC and the upcoming detailed surveys that we are instructing.
- ✓ **Further surveys:** We are currently surveying additional properties to determine if RAAC is present. Any further blocks or properties identified will be confirmed with tenants and residents in writing.
- ✓ **Developing a plan:** Once the detailed surveys are complete, we will develop a plan to address the presence of RAAC in line with our Structural Engineer's recommendations.
- ✓ **Planned investment:** Where possible, any necessary works will be carried out alongside our planned investment programme for those properties affected.

We understand this may be concerning news, and we want to reassure you that we are taking all necessary steps to ensure the safety of our tenants and residents.

Property Services and Factoring Update

Ensuring Tenant Safety

In most cases the RAAC has been deemed safe with no immediate danger however, in one case where RAAC was deemed unsafe, the resident was decanted from their home. Ensuring the safety of our residents remains our top priority, and we appreciate the cooperation of those affected.



Comprehensive Communication Strategy

Bridgewater has implemented a robust communication strategy to keep residents and stakeholders informed as matter progress. This includes:

- ✓ Direct correspondence with affected tenants and owners
- ✓ A dedicated RAAC webpage providing updates: www.bridgewaterha.org.uk/raac
- ✓ Social media updates to reach a wider audience
- ✓ Engagement with community councils and elected officials to foster open dialogue

We hope this approach has helped address resident concerns and provided reassurance regarding ongoing assessments and necessary actions.

Collaborating with Government and Community

Bridgewater is actively participating in the Scottish Government's Construction Sector Working Group's RAAC in Housing sub-group. By sharing best practices and gaining valuable insights, we are ensuring that our response aligns with national recommendations and evolving safety standards.

Additionally, as part of our community engagement efforts, Bridgewater representatives, including the CEO, Head of Property Services, and Property Management Officer, attended the Erskine Community Council meeting on **February 6, 2025**. The meeting provided an opportunity to explain the background of RAAC concerns, outline our response plan, and answer residents' questions. Feedback from the meeting was positive, and we followed up individually with attendees who requested further discussion.

Next Steps

Following the completion of further surveys and an action plan is developed we will arrange additional community meetings. Bridgewater remains committed to transparency and collaboration as we navigate this issue, ensuring that both tenants and private owners are supported throughout the process.

For the latest updates, please visit www.bridgewaterha.org.uk/raac or contact our Property services team directly. We appreciate the patience and cooperation of all residents as we work to ensure the safety and longevity of our housing stock.

Property Services and Factoring Update

Landscape Maintenance Update: Idverde's Summer Prune Program in Full Swing

The first quarter of 2025 has been exceptionally busy for the Factoring and Maintenance teams at Bridgewater, particularly following the impact of Storm Eowyn in January.

Our Landscaping team has also completed winter pruning across the estate to ensure that greenery remains well-maintained. Looking ahead, grass cutting will begin shortly and continue from April to October. We are also finalising the schedule for summer pruning and will share this information with residents as soon as it is available.

In addition, we recently took part in an Estate Walkaround in the Bargarran management area, which provided valuable feedback from residents and helped us understand how we can enhance our services. If you'd like to participate in future walkarounds or join a residents' forum, please get in touch at factoring@bridgewaterha.org.uk.

We're also pleased to report that recent changes to our billing process have been completed successfully. All homeowners received an 18-month invoice in December 2024, with payment due by March 31st, 2025. Going forward, residents will receive a six-month invoice for common charges in June 2025.



Thank you for your continued support and cooperation. We look forward to working together to keep our community thriving.

Annual Factoring Fee Increase 2025-26

Bridgewater Housing Association will implement an annual factoring fee increase of 3.5% for the 2025/26 financial year. This adjustment reflects the rising costs of managing the factoring service and ensures financial sustainability while preventing cross-subsidisation from tenants' rental income.

Updated Factoring Fees

The revised fees, effective from the next financial year, are as follows:

- **Houses (Landscaping):** £52.00 per annum (previously £50.24) – applicable to **2,493** owners
- **Factored Flatted Dwellings:** £167.42 per annum (previously £161.76) – applicable to **192** owners

These updated fees will be reflected in factoring invoices for the upcoming financial year.

Bridgewater Housing Association remains committed to delivering high-quality management services while ensuring the effective maintenance of properties and communal areas.

For any questions or further information, please contact our Factoring Team at factoring@bridgewaterha.org.uk.



Property Services and Factoring Update



Bargarran Estate Walkabout – A Thank You and What's Next

On Wednesday, 26th March, members of our Property Services and Housing Services teams conducted a walkabout at the Bargarran estate. This inspection provided valuable insights, allowing the team to identify several areas for action and improvement.

We would like to thank all residents who took the time to engage with us during the walkabout. Your feedback and suggestions are invaluable in helping us enhance the services we provide. During the event, discussions focused on a variety of topics, including the landscaping and common spaces managed by Bridgewater. We also discussed the possibility of forming a resident's group to further enhance communication and ideas sharing, to enhance the areas you live. If you wish to register your interest, please contact admin@bridgewaterha.org.uk

Looking ahead, we're pleased to announce that the next walkabout will take place in the **North Barr** management area in late April 2025. Keep an eye on our website and social media channels for more details. We encourage all residents—whether owners or tenants—to join us for all, or part, of the walkabout. We are eager to hear your ideas and continue working together to improve our service delivery.

We look forward to seeing you there.

Bridgewater Supports Young People by Introducing Careers in Housing

At Bridgewater Housing Association (BHA), we're excited to be helping students in Renfrewshire, East Renfrewshire, and Inverclyde learn about careers in housing. We believe it's important to show young people the wide range of job opportunities available in this field and how the skills they're learning at school can lead to a successful career.

This year, BHA has visited schools in our communities to talk to students about careers in housing. Our aim is to help students understand how skills like communication, problem-solving, and teamwork—skills they develop at school—can be useful in many roles within the housing industry. We want them to see that a career in housing can be a great choice, no matter what they're interested in.

In addition to the talks, we've started offering work placements for students. We're proud to say that our first placement of the year was completed in early March with a student from Park Mains High School. This gave the student hands-on experience of delivering our Small Repairs Service.

Over the next few years, we plan to increase the number of work placements we offer. This will give even more young people the chance to explore careers in housing and get real-world experience. These placements are not only a chance for students to learn, but also a way for us to connect with passionate, motivated individuals who might one day join our team, or the wider housing sector.

We're proud to offer these talks and work placements, and we're excited about growing this program in the months and years to come. Our goal is to inspire students, build relationships with local schools, and open new career paths in housing for young people.



Introducing Our Board Members



John Paterson
– Chair



Alastair Morris –
Vice Chair



Suzanne Austin
– Secretary



Jim O'Neil



Ken Caldwell



Ken McIntosh



Liz Bowden



Rab McNally



Derek Baker



Gavin Dayer

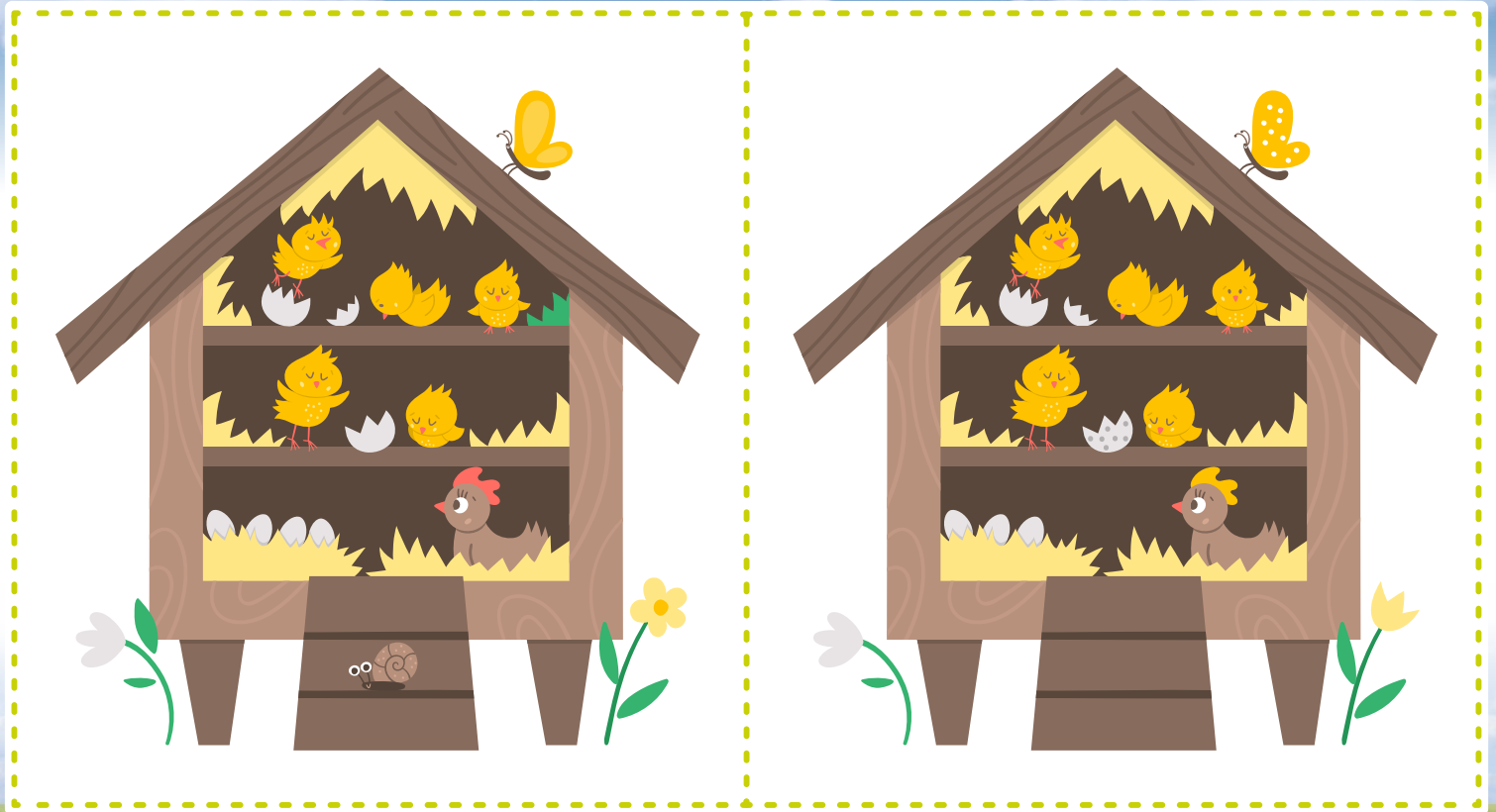
We are proud to introduce the dedicated individuals who make up the Board of Bridgewater Housing Association (BHA). Our board is made up of a diverse group of people, including tenants and professionals, all of whom play a key role in ensuring that we provide the best possible services to our customers.

Each of our volunteer board members brings unique skills and experience, which help guide the direction of Bridgewater. They work tirelessly in their roles, volunteering their time and expertise to ensure that our services meet all legal and regulatory requirements. Their focus is always on what's best for our tenants and other customers, making sure we deliver services that are not only compliant with legislation but also focussing on the needs of our customers.

We are grateful for the hard work and commitment of our board members. Their dedication helps Bridgewater continue to improve and provide high-quality services to the communities we serve. We are confident that with their ongoing support, Bridgewater will continue to thrive and meet the needs of our customers for many years to come.

Want to Join them? If you are interested in becoming a Board member please email us at admin@bridgewaterha.org.uk or call 0141 812 2237

Can you spot 10 differences?



Our Values

B

Be Customer focused

We take ownership and responsibility, are positive and engaging and put residents at the heart of everything we do.

R

Respect

We show empathy, consideration, treat everybody with fairness and value our customers and colleagues.

I

Integrity

Integrity is the foundation of Bridgewater. We will take responsibility for our actions and will display our moral conduct in every decision we make.

D

Doing what matters most, with and for, our customers

We are committed to providing quality - not just in the homes we build and maintain but also the services that we deliver, in partnership with our customers.

G

Getting it right first time

We will ensure a consistent approach to service delivery and strive to make sure that our customers experience a fast, reliable, and helpful service that aims to answer their query or sort out their problem, first time - however they choose to make contact.

E

Enthusiastic

We go the extra mile, are passionate about achievement and eager to learn.

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Tel: 0141 812 2237 Email: admin@bridgewaterha.org.uk www.bridgewaterha.org.uk

[X@bridgewaterHA](https://www.facebook.com/bridgewaterHA) [f@BridgewaterHA](https://www.facebook.com/bridgewaterHA)

Property Factor Registration Number PF000105, Registered Society No 2525R (Co-operative and Community Benefit Societies Act 2014), Scottish Housing Regulator No HAL 301, Bridgewater Housing Association is a recognised Scottish Charity No SCO 35819