



# Bridgewater Bulletin



# Hello Spring



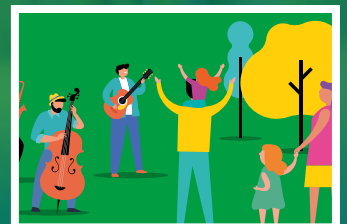
SAVE THE DATE!  
OUR AGM **Page 4**



STAFF NEWS **Page 17**



PROPERTY SERVICES  
AND FACTORING  
UPDATE **Pages 10-13**



BRIDGEWATER HA  
GALA DAY **Page 18**

# Bridgewater Takes Proactive Steps to Enhance Tenant and Resident Safety following Review of Engagement Plan

**T**he Association is actively working towards full compliance with the Scottish Housing Regulator (SHR) and prioritising tenant safety through a comprehensive action plan. Following the identification of gas servicing issues in May 2023, Bridgewater proactively self-referred to the SHR and implemented a series of measures to address concerns and enhance its safety practices. The SHR implemented a review of the Association's regulatory status in October 2023 and this review was completed in January 2024 resulting in the Association's regulatory status being changed to "Working towards compliance".

It is the Association's view that this is a positive step and a number of the issues considered in the SHR's review have not been taken forward by the regulator in the revised Engagement Plan due to the hard work of, and the positive and proactive approach by, the Board and Staff at Bridgewater.

The revised Engagement Plan which can be found on the SHR's website - <https://www.housingregulator.gov.scot/landlord-performance/landlords/bridgewater-housing-association-ltd/engagement-plan-from-18-january-2024-to-31-march-2024/> - it focuses on tenant and resident safety and in particular gas servicing. All outstanding gas safety checks were completed shortly after the issue was identified and the Association has commissioned an independent review of its broader tenant and resident safety practices, recognising the opportunity to further improve our processes.

BHA is committed to actively implementing any recommendations of the independent review, with the audit covering gas, electrical, fire, legionella, asbestos, and lift safety, alongside mould and damp management. Policies and procedures have been updated, and the independent audit of tenant and resident safety commenced in January 2024, with key areas reviewed by April 2024.

The SHR's updated Engagement Plan recognises Bridgewater's "**open and constructive**" approach in tackling the identified issues. This commitment to transparency and collaboration is at the heart of the Association's ongoing efforts. Regular dialogue and engagement with the SHR will ensure that actions taken are effectively addressing regulatory requirements and resident concerns.

"We continue to take proactive steps to strengthen our approach to tenant and resident safety," said Andy Thomson, CEO. "We are confident that these initiatives, coupled with our ongoing open and positive collaboration with the SHR, will ensure that Bridgewater continues to provide a safe and comfortable living environment for all tenants and that we will meet our regulatory requirements fully in the coming months.

We have already made significant progress as the revised Engagement Plan shows and there will be no impact on our residents or the quality of services we provide during this process".

# PERFORMANCE UPDATE

## Q3 - 1st October - 31st December 2023



**W**elcome to our performance update. We'll be sharing our performance figures in each newsletter, so you can see how things are going at Bridgewater throughout the year. We know openness is important, and your feedback is too! If there's any information, you'd find helpful that we're not currently including, let us know. We may be able to add it to our updates.

Indicator	Target	Performance
Number of members	n/a	50
Average Days taken to close a Stage 1 Complaint	5 days	8.73 days
Average Days taken to close a Stage 2 Complaint	20 days	18.6 days
Average Time taken to answer calls	30 seconds	10 seconds (Q3 only)
Customers with a MyBHA Account	826	1429
MyBHA Paper free customers	n/a	173
Average Time to complete non-emergency Repairs	7 days	7.46 days
Average Time to complete emergency Repairs	3 hours	1.42 hours
Average time taken to relet empty homes	45 days	37.81 days
Rent lost on properties relet as percentage of our rental income	1.25%	0.71%
Total Rent Arrears	n/a	£198,473
Arrears as a percentage of our rental income	4.5%	4.25%

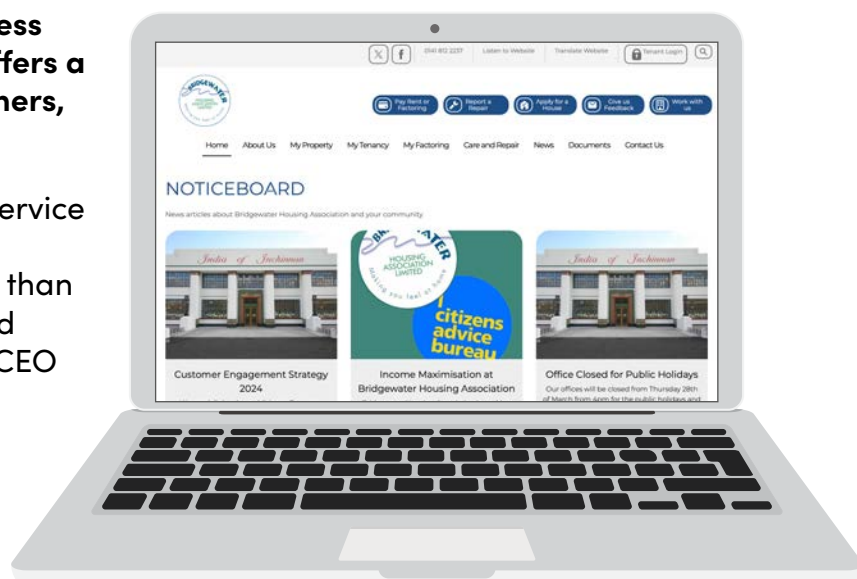
Figures cumulative unless noted.

## Bridgewater Housing Association is pleased to announce the launch of its new website

**It has been designed with user-friendliness and accessibility in mind, the website offers a streamlined experience for tenants, owners, stakeholders, and the wider community.**

'We are committed to providing excellent service to our customers, and this new website is a significant step forward in making it easier than ever for them to access the information and resources they need,' said Andy Thomson, CEO of Bridgewater Housing Association.

"The new website has been designed with accessibility at its core, ensuring everyone can easily navigate and find the information they require, we hope our tenants and other customers find the new website easier to use"



<https://www.bridgewaterha.org.uk>

# SAVE THE DATE! OUR AGM

**T**his year's Annual General Meeting will take place on **Wednesday 11th September 2024 in The Salvation Army Hall, Kilpatrick Drive, Erskine at 5:30pm.**

Invitations will be sent to our Share Members. If you would like to become a Share Member which will entitle you to come along, further information is available on our **ABOUT US** page on our website.



## ANNUAL REVIEW OF RENT AND SERVICE CHARGES 2024/25

**T**hank you to the tenants who took part in the rent increase consultation in January, your feedback is important, and it was considered by the Board at the meeting held on 31 January 2024.

200 tenants were contacted (at random) by Research Resource Ltd to find out their views on our proposal of a 6% increase in rents for 2024/25. The results of the survey can be found on our website at [www.bridgewaterha.org.uk](http://www.bridgewaterha.org.uk). The Board has taken account of the consultation, tenant's priorities as detailed in the recent Tenant satisfaction Survey and the Association's wider business requirements in setting the rent for 2024/25.

We understand that rising costs can put a strain on your budget. That's why the Board is committed to keeping rent increases as low as possible.

This year, we've limited the rent increase to 6%, even though inflation was higher in September 2023 at 6.7%. This translates to an average increase of £5.92 per week, with the exact amount depending on the size of your property.

The Board recognises the need to balance affordability with maintaining your home, the local environment, and the quality of services you receive. We've taken steps to ensure these important areas are addressed while minimising the impact on your rent.

The new rent and service charges took effect from 29th March 2024.





# Volunteer Board Members Wanted



- Do you have some free time which could assist the local community?
- Are you interested in delivering high quality services that help improve people's lives?

We are looking to recruit additional members to our Board of Management with relevant expertise/backgrounds.

In addition to having such a background you will require to demonstrate a real desire and interest in helping the Association provide high quality housing and property services to our service users throughout Erskine and Renfrewshire.

You will need to be able to commit to attending up to 11 Board meetings per year which are held on a Wednesday usually at 5:30pm. These meetings can be attended in person at our office or accessed remotely. Although this is a voluntary position, travel and other approved expenses are payable.

You will receive support and training including a formal structured induction programme in order to assist you fulfil your responsibilities.

If you are interested and think you have the skills, enthusiasm and commitment to make a contribution to our Association, we would love to hear from you.

For an informal discussion, more information or to register your interest, please contact us on **0141 812 2237** or email **admin@bridgewaterha.org.uk**

# CARE & REPAIR UPDATES



**F**ollowing completion of successful 5 year contracts for Inverclyde, East Renfrewshire and Renfrewshire, Bridgewater Housing Association are delighted to confirm that we have been awarded the following contracts to provide Care & Repair Services across the three local authority areas.



- Inverclyde – 3 year contract (with the option of a 2 year extension)
- Est Renfrewshire and Renfrewshire – 1 year contract (with the option of 2 12 month extensions)

Both contracts commence on the 1<sup>st</sup> April 2024 and we are thrilled that we can continue to deliver high quality, valuable services to our clients in the coming years.

Handy person services are available to all Bridgewater HA tenants who meet Care & Repair criteria (those aged 60 or over or have a disability).

We cannot carry out any works that are a landlords responsibility. More information about our services can be found on our Website [www.carerepairrenfrewshire.org.uk](http://www.carerepairrenfrewshire.org.uk) or by calling Charlene or Lynne on **0141 812 4111**.

## FUEL SUPPORT FUNDING

**W**e have been doing our best to secure external funding to support our tenants, working in partnership with the Wise Group, Home Energy Advice Team (HEAT) to provide advice and support to our tenants. We have been fortunate to have received a limited amount of funding from the Social Housing Fuel Support fund to provide our tenants with funding support to help with energy bills.



These tenants have benefited from £100 credit to their utility provider which is administered by HEAT.

Funding is coming to an end soon, if you believe you would benefit from help with your fuel bills, please get in touch with us as soon as possible at [admin@bridgewaterha.org.uk](mailto:admin@bridgewaterha.org.uk) or telephone **0141 812 2237**.



Scottish Government  
Riaghaltas na h-Alba  
[gov.scot](http://gov.scot)



# Customer Engagement Strategy

**W**e're excited to unveil our brand-new Customer Engagement Strategy! This replaces our previous Tenant Participation policy and strategy and reflects our commitment to excellent customer service.

The Strategy was developed with your input, we held consultations with tenants and other stakeholders to ensure it meets your needs. Here's what you can expect:

## More ways to share your feedback:

We'll offer a variety of options to make your voice heard, helping us identify areas for improvement.

## Clear Customer Service Standards:

You'll know exactly what level of service to expect from Bridgewater Housing Association.

## Action Plan for 2024/25:

We'll outline specific steps we're taking to enhance your experience as a tenant or resident.

Want to get even more involved? We're seeking tenants to join a short-term working group to provide feedback on our services. This is your chance to make a real difference!

If you're interested, please email [admin@bridgewaterha.org.uk](mailto:admin@bridgewaterha.org.uk)



**T**he Association commissioned an independent consultant, Angela Spence, from Ideal Outcomes to undertake a review of our housing support services which includes our sheltered housing, extra care housing and properties we manage on behalf of RAMH and TPS. The review is to assess the cost of the services against the rental and service charge income to ensure that the services we provide are value for money and delivering services which tenants need.

In August 2023, a survey covering all aspects of the support service was sent to tenants in sheltered housing and the consultant held a focus group meeting with tenants to obtain their feedback on the service. On completion of the review, a report will be presented to the Board for consideration and tenants will be consulted on the recommendations for the future shape of the services.

If you would like more information, please contact the office on **0141 812 2237** to speak to a member of the Housing Services team.

# Equalities, Diversity, and Inclusion (EDI) Policy and Strategy Launched

**W**e are proud to announce the launch of our new Equality, Diversity, and Inclusion (EDI) Policy and Strategy, both recently approved by the Board following a period of consultation with tenants and other stakeholders. These documents underline our commitment to fostering a welcoming and equitable environment for all our customers, staff, and the wider community.

The vision of the ambitious strategy is to build upon the work that we have already started, leading the way in providing accessible services which recognise the diversity of our customers' needs; and support all our employees to thrive.

## What does this mean for you?

We believe that everyone deserves fair and equal access to our services and a sense of belonging within our community. This new policy and strategy will guide us in achieving these goals through several key areas:



### **Enhanced communication:**

We're committed to ensuring clear and accessible communication across all of our services, removing any barriers that may hinder understanding or access to information.



### **Inclusive customer service:**

Our approach will prioritise understanding and address the diverse needs of our customers, providing tailored support wherever necessary.



### **Building a culture of respect:**

We are dedicated to fostering an environment that celebrates differences and values the unique contributions of every individual.

We believe that genuine progress in EDI can only be achieved through open communication and collaboration. This initial phase focuses on establishing a strong foundation, and we actively encourage your participation in shaping the future of our services.

The strategy includes an EDI Action Plan, which shows in detail how the Association actively plans to meet our vision over the next three years. Both the policy and strategy are available on our website or can be provided on request.



# Bridgewater's Second Art Exhibition

**F**ollowing the success of our first Art Exhibition in December 2022, the Association arranged our second exhibition which was held on 18 and 19 December 2023 at Bargarran Community Centre. On display was the art work created by a number of tenants from our sheltered housing developments.

Thanks to funding from the Scottish Government and Engage Renfrewshire Community Mental Health & Wellbeing Fund, we have been able to continue to provide a series of free activity classes throughout 2023/24. These included Strength and Balance, Craft and Design and Drawing and Painting.

The participants in the Drawing and Painting class put forward an impressive selection of their work for the exhibition. Most of them had no previous experience of drawing or painting and the standard of work produced was fantastic.



Bridgewater HA has 95 sheltered properties, split across three developments and these classes brought tenants from the different developments together. All the classes have been well received, they help to alleviate loneliness and isolation and they have had a very positive outcome for tenants.

**ENGAGE**  
RENFREW SHIRE



Scottish Government  
Riaghaltas na h-Alba  
gov.scot

## Reactive Repairs

### Reactive Contract

**S**ince November 2022, the Association has been carrying out reactive repairs, using a number of local contractors:

- Shiels and Kennedy
- Brican
- Alwurk
- MCS Safety Systems
- Rogers Electrical
- James Frew (Reactive and Emergency Out of Hours Contractor)

The performance of these contractor has been excellent in this time period, however, to achieve best value for money for all our customers, the Association has gone through a competitive tender process.

Due to the success of having multiple contractors rather than the traditional all in one Reactive contractor, the Association has decided to continue with this approach in the new tender.

The contract has been broken up into different “lots” and will have 4 appointed contractors for each “lot”.

By the time of reading this, an announcement will have been made on the Association’s website and social media as to who the successful contractors are.

Each contractor carrying out work will carry a Bridgewater Housing Association I.D. badge and will present it on request and **will not cold call** at your property.

When calling the Association to report a repair, you will also be notified of the name of the attending contractor. Should you have a contractor show up at your property unannounced or are unsure if the contractor is genuinely working on the Association’s behalf, please call the Association on **0141 812 2237** to confirm.

**For any Out of Hours Repairs (Joinery, Plumbing & Electrical) Emergencies, please call James Frew on: 01294 468 113.**

**We would like to hear your feedback if you have recently had a repair carried out in your property. Please call the Association on 0141 812 2237 or email [repairs@bridgewaterha.org.uk](mailto:repairs@bridgewaterha.org.uk)**



# Property Services and Factoring Update

## Condensation And Mould

**B**ridgewater encourages our customer's to report any Condensation, Dampness or Mould within your property to our Maintenance Team. The faster the issue is reported, the faster we can have the issue resolved.

Here are some handy tips to minimise Condensation, Dampness or Mould in your property:

- Wash down any mould with hot, soapy water
- Ensure window trickle vents at the top of the window are open at all times
- Ensure windows are open for a short period each day
- Ensure the property is heated
- Ensure kitchen/bathroom windows are open when cooking or bathing and doors are closed
- If you are ever unsure or would like further advice, please request a property inspection by a member of the Association's Maintenance Team



## Pest Control

**T**he Association has noticed a high increase in pest control issues, predominantly involving food waste being left in garden/back court areas. This is creating serious issues with rats in these areas, which in turn pose a risk to all customers using these areas.

The Association's pest control contractor will attend all reported cases. Should the issues not be addressed and the cases rise, this will have an affect on the Maintenance budget spend this year.

Please be aware to dispose of any food waste in the relevant bins provided to minimise this issue. Should you be concerned or have information about this issue, you can report in confidence to your Housing Officer.

## Void Property Condition

**S**hould you decide to ever move out of your property with the Association, we would like to remind all customers that the Association expects the condition of the property to be returned in good condition, empty, have no furniture left (unless agreed with your Housing Officer) and the garden clear.

The Association has spent a significant amount of the void budget on clearing properties and gardens over the last year, to enable us to let the properties in a lettable standard.

To cover this increase in spend the Association must factor this into the annual rent increase for tenants. In addition, you will be **re-charged** for any of these costs once you have left the property. Please leave your property in the condition expected to prevent being re-charged.

# Property Services and Factoring Update

## Cyclical and Compliance

### Gas Servicing

City Technical continue to maintain their 100% KPI for Gas Servicing.

**For any gas heating or hot water Out of Hours Emergencies, please call City Technical Services on: 0333 202 0708.**

If you smell gas or think you may have a gas leak:

- Phone **SGN** immediately on: **0800 111 999**
- Don't smoke
- Don't use naked flames
- Don't turn electric switches on or off
- Open windows and doors to get rid of the gas

### Gutter Cleaning

Patterson Safety Anchors Ltd will start year 2 of the programme in Spring 2024 . If you would like to find out information on the gutter cleaning of your property, please email [repairs@bridgewaterha.org.uk](mailto:repairs@bridgewaterha.org.uk).

### Landscaping

The Association's Spring/Summer landscaping programme has re-started. The Association appreciates there were issues with last years programme, however we have held positive contractor meetings going into this programme and have confidence in Idverde meeting the programme targets.

The summer programme will be on the Association's website by the end of April 2024, where you can follow for your area.

### Cyclical Decoration

J.S. Harvie will be starting year 3 of the Association's cyclical decoration programme in mid May/June, depending on weather.

This year's programme will mainly focus on the Bargarran and North Barr areas of stock.

## Employment Opportunities

### Painter And Decorators

J.S. Harvie are looking for time-served Painter and Decorators to work with them and are keen to employ locally in the Bridgewater area.

### Apprenticeship Opportunities

J.S. Harvie are also keen to employ 2 Apprentice Painter and Decorators from the local Bridgewater area.

Applicants should be reliable and keen to work and learn between the ages of 16 and 18.

J.S. Harvie are keen to give back to the local community by providing these opportunities. Last year, two other local apprentices were taken on by J.S. Harvie.

Should you be interested in applying for any of these roles, please send a CV, addressed to Steven Ferrie to [admin@bridgewaterha.org.uk](mailto:admin@bridgewaterha.org.uk)

## Right To Repair

**A**s a tenant of Bridgewater Housing Association, you have a right, under the Scottish Secure Tenants (Right to Repair) Regulations 2002, to have certain small repairs that you report to us carried out within fixed time limits. These repairs are known as 'Qualifying Repairs' and are listed in the table on our website. The value of the repair must also be estimated to be less than £350.



You have the right to instruct an alternative contractor to carry out the work if it is not completed within these fixed time limits stated in the table on the website. You may also have a right to financial compensation if we don't get your repair done on time. If your repair is a 'Qualifying Repair', it will say so on the receipt that we send you when we instructed our contractor to carry out your repair.

Although we do our best to ensure that all repairs are carried out within specified timescales, some jobs are not completed on time.

For further information on Right to Repair, please go to: [www.bridgewaterha.org.uk/repairs-and-maintenance](http://www.bridgewaterha.org.uk/repairs-and-maintenance) and choose "Right to Repair" or alternatively, ask a member of staff.

## Factoring

**F**lat owner bills for the period of 1/4/2023 – 30/9/2023 are currently being produced and finalised. These bills are due to be sent out in May 2024.

Should you have any queries or questions about your bill once received, please email your enquiry to [admin@bridgewaterha.org.uk](mailto:admin@bridgewaterha.org.uk) including your account number, name, address, contact number and a short description of the issue. If you feel your issue is urgent, then please call the office on **0141 812 2277**.



# Free Day-time Activity Classes for Bridgewater HA Tenants Over 60



We are delighted to bring to you....

**Strength and Balance**

**Crafting**

**Drawing and Painting**

classes available free of charge to  
Bridgewater tenants aged 60 and over!

These classes are funded by Engage  
Renfrewshire, Community Mental Health and  
Wellbeing Fund and the Scottish Government



The classes all take place at the Bargarran Community  
Centre, 8 Bargarran Rd, Erskine PA8 6BS

## **Strength and Balance:**

A weekly, 45-minute gentle exercise class with our  
fantastic fitness instructor Christine Oliver.

## **Drawing and Painting:**

A fortnightly, 2-hour drawing and painting class with  
Amanda McCall, Community Art Worker. No drawing  
abilities or equipment required.

## **Craft and Design:**

A weekly, 90-minute crafting class with Amanda McCall,  
Community Art Worker which will get your creative juices  
flowing! No artistic skills or equipment are required.

If you are interested in coming along, please contact  
Alison Vass, Housing Support Co-ordinator on 0141 812  
2237 for more information



# Income Maximisation at Bridgewater Housing Association

## Want to make the most of your income?

The Association is working in partnership with CAB Renfrewshire to pilot a 3 month Welfare Rights service from CAB.

A trained CAB advisor will be on hand to answer any questions and provide guidance on a wide range of topics including:

- **benefits advice**
- **budgeting tips**
- **energy advice**
- **other financial matters**

The advisor will be available most Wednesdays between 1-4pm. For the full list of dates, go to the booking link or scan the QR code (right).



## Book an Appointment

Call 0141 889 2121  
Online

<https://app.10to8.com/book/txkzufspmvyxushfmb/>

Scan the QR code below



**Bridgewater Housing Association**  
Recognised Scottish Charity No. SCO 35819.  
Scottish Housing Regulator No HAL 301.  
Co-operative and Community Benefit Societies  
Act 2014 No 2525R(S).  
PropertyFactor Registration Number PF000105

**Renfrewshire Citizens Advice Bureau**  
Scottish Charity No. SC001738  
Registered at: 7 Glasgow Road Paisley PA1 3QS

# Have you a FLAIR for helping your community?



**H**ousing 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 1 session every Tuesday evening from 16th Apr 24 – 11th June 24. 6.30pm – 8.00pm. These training sessions will be held remotely with access via Microsoft Teams or Zoom.

If this is something you are interested or would like to discuss please contact Lesley Carr, Corporate Services Assistant at [lcarr@bridgewaterha.org.uk](mailto:lcarr@bridgewaterha.org.uk).



## Book a free collection today

**Your donated furniture & electricals save lives**

Call your local BHF Clydebank Home Store  
01414 138224  
[bhf.org.uk/collection](https://bhf.org.uk/collection)



# STAFF NEWS



**W**e want to send best wishes to our colleague, Scott Currie who retired from his role in Bridgewater at the start of this year. Scott was Head of Corporate Services and has been a valued member of the Bridgewater Team for over 20 years. Scott was also a driving force in the Care & Repair Services Bridgewater deliver in Renfrewshire, East Renfrewshire and Inverclyde.

We wish Scott a long, happy and healthy retirement. Scott's retirement has resulted in Alison McManus taking over his role as Head of Corporate Services. Alison has been with Bridgewater since 2019 as Project Manager for Care & Repair, Alison will continue to have strategic responsibility for our Care & Repair Services.

Our Project Officer for Care & Repair, John Blair, was promoted to Project Manager for the service.

We would also like to extend our best wishes to our Bridgewater Colleagues that have recently joined the team:

- Leanne McGowan and Nick Racicauskas joined our Finance Team, Leanne is our new Head of Finance and Nick took up the role of Finance Officer. Nick replaces Alison Smeaton who left the organisation last year to take up a new role. We wish Alison every success for the future.
- Martin McGuigan has joined Care & Repair as our new Project Officer as a result of John Blairs promotion.
- Brian Thorburn will take up his role as our Maintenance Officer with our Property Services Team in early April. Brian replaces Stevie Smeaton who left the organisation in January of this year. Stevie returned to his construction routes after spending 2 years with Bridgewater HA, we want to thank Stevie for his contributions to the team and wish him all the best.



## Myra Buchanan

**L**ast year marked 40 years of service for our Housing Officer Myra Buchanan.

Many of our customers will know Myra well from being out and about in the Erskine area. We want to thank Myra for her continued service and let her know how privileged we feel that she has stayed with us for so long!

Congratulations Myra!

# Bridgewater Team member helps The Great Big Lintel Jam Night raise more than £2.5k!

**O**ur very own Care and Repair Project Officer, Mark Dunsmore, strapped on his guitar and joined a fantastic fundraiser – The Lintel Trust Big Band Jam Night!

This successful event, the first in five years, brought together over 150 people to enjoy live music from four incredible bands, each with ties to housing associations. The atmosphere was electric, with the bands exceeding expectations and the crowd roaring with applause.



Thanks to the generosity of the performers and The Record Factory venue, all proceeds from ticket sales and donations (a whopping £2639!) went directly to two deserving charities: Mind the Men and Lifelink.

Mark, and everyone involved, deserve a huge thank you for their dedication and for raising money for such worthy causes.

Want to see more? The Lintel Trust has shared photos and videos from the night on their social media and website – check them out!

## Bridgewater HA Gala Day - save the date

**W**e are excited to announce that we are holding our first Gala Day at our new offices at India of Inchinnan on FRIDAY 9<sup>TH</sup> AUGUST 2024.

There will be a lot of fun things to see and do for all the family including:

**Bouncy Castle**

**Face painter**

**Music**

**Games**

**Arts & Crafts**

**...and many more attractions!**



We are looking forward to spending a fun afternoon with all of our customers.

Save the date in your diary and watch out for updates via our Website and Social Media accounts.



# OUR STAFF STRUCTURE

With all the recent staff changes and the completion of our restructure in early 2024. We thought it may be useful for our customers to have an understanding of our staff structure.

Mark Wilson has been promoted to Housing Services Manager and the Housing Officer patches have changed:

- Myra Buchanan, Housing Officer covers Bargarran and North Barr
- Megan McQuade, Housing Officer covers Park Mains and Barholm.

Please see the chart below.

BOARD				
Chief Executive Officer				
Finance Services	Corporate Services	Care and Repair	Housing Services	Property Services
Head of Finance	Head of Corporate Services		Head of Housing Services	Head of Property Services
Finance Manager ICT Manager		Project Manager	Housing Services Manager	Property Services Manager
Finance Officer		Project Officer x 3	2 x Housing Officer Housing Support Coordinator*	Maintenance Officer Property Management Officer
Finance Assistant	Corporate Services Assistant	Project Coordinator Small Repairs Worker x 2	Assistant Housing Officer PT	Maintenance Co-Ordinator
ICT Assistant		Project Assistant x 2 (1 x PT, 1 FT)	Housing Support Officer x 3*	
Finance Administrator			Customer Services Assistant x 2	Property Services Assistant x 2
	Office Cleaner			

## Staff Christmas Jumper Day



Ho ho ho-liday Cheer for Charity!

**O**ur staff spread festive cheer and raised money for good causes in December!

On the 20th, they donned their most outrageous Christmas jumpers, put their knowledge to the test in a staff quiz, and participated in some fun activities – all in the name of charity!

Thanks to their generosity and festive spirit, we raised a fantastic £343.10! This money has been donated to two important charities: Women’s Aid and Prostate Cancer UK.

A big thank you to everyone who participated and helped make this day a success!

# MAKE A MASCOT COMPETITION

**W**e are seeking a budding artist to design our official mascot this year and who better to ask than our customers children!

We would like you to make a drawing, or a model of a mascot with qualities that you think relate to Bridgewater Housing Association.

Your mascot could be in the style of a comic book character, an animal, a superhero or even a house, there is no limit to your imagination! Don't forget your mascot will need a catchy name too.

The creator of the winning mascot design will receive a mini version of their mascot, made especially for them, a £50 gift voucher for an arts and crafts store and the winning mascot will be launched at our gala day on the 9<sup>th</sup> August 2024.

The mascot will be used in our social media accounts, newsletter and other appropriate literature.

## How to Enter:

Your drawing or model can be any size and should be returned to:

Bridgewater Housing Association  
India of Inchinnan, Greenock Road,  
Inchinnan, PA4 9LH

Or alternatively you can email your entry to  
**admin@bridgewaterha.org.uk.**

The closing date for this competition is Monday 1<sup>st</sup> July 2024

# 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.

Bridgewater Housing Association Ltd, First Floor Bridgewater Shopping Centre, Erskine PA8 7AA

Tel: 0141 812 2237 Email: [admin@bridgewaterha.org.uk](mailto:admin@bridgewaterha.org.uk) [www.bridgewaterha.org.uk](http://www.bridgewaterha.org.uk)

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