



Dalmuir Park
Housing Association

WINTER 2016

Magazine

*Wishing you a Merry Christmas
and Prosperous New Year
from Staff and Committee*

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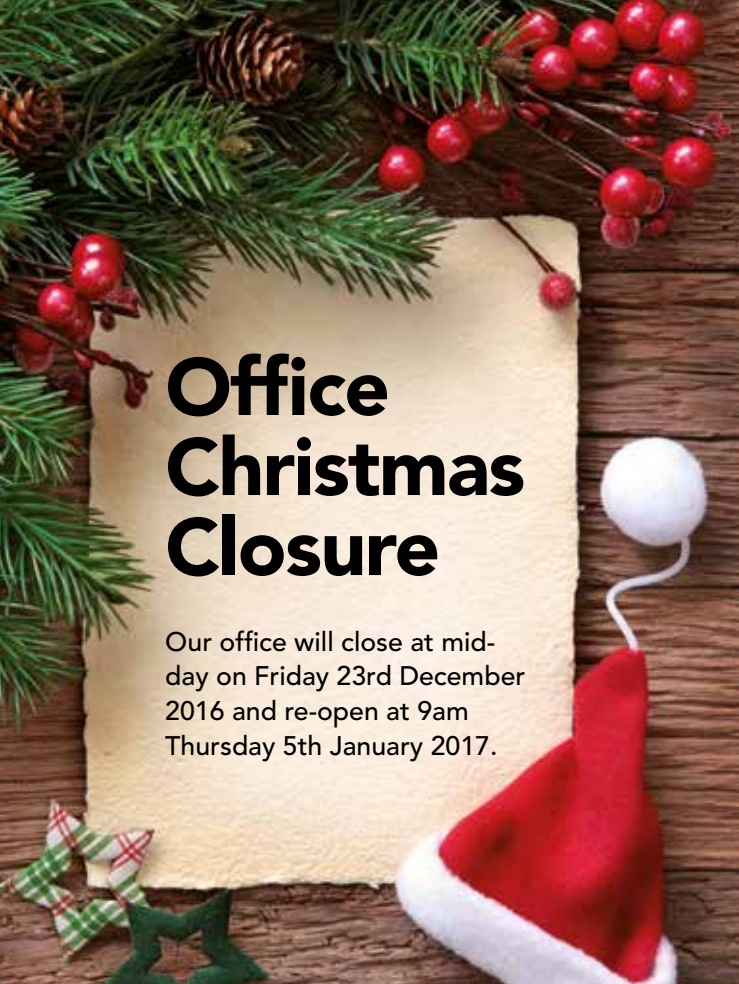
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Office Christmas Closure

Our office will close at mid-day on Friday 23rd December 2016 and re-open at 9am Thursday 5th January 2017.

Emergency Call Out

If you require an emergency repair during the Christmas and New Year closure you can contact the companies below:

SALTIRE – Joinery / Electrical

0800 048 2710

HI FLOW – Plumbing / Gas Central Heating

0141 944 6060

The above numbers should be used in an emergency situation only. All routine repairs should be reported to our Property Services Team when the Association re-opens after the festive break.



Bruce Stevenson Insurance Brokers Festive Closing Hours



Monday 26th December 2016
 Tuesday 27th December 2016
 Monday 2nd January 2017
 Tuesday 3rd January 2017

If you feel you have an emergency that requires assistance out with normal business hours (such as a large fire or large flooding or storm event) then please call 0121 411 0535.

In the unlikely event of being unable to access the above number, please call Andrew Clydesdale, Loss Adjuster on 07590 950171

Shareholder Application

Would you like to become a Shareholding member of the Association?



If so, please complete and return this application form, with your £1 subscription. Your application will then be considered at the next Management Committee meeting and if accepted you will be issued with a share certificate.

and the certificate is recognition of your rights as a Shareholder to take part in all of our Annual General Meetings.

The issue of the share certificate makes you a lifelong member, but does not commit you in any way to personal liability.

Your £1 is treated as share capital

I would like to apply for membership of DPHA and enclose £1.00 for one share.

Name

Address

Flat Position

Tel

Email

I would like to contribute towards the management of DPHA and would like more information on becoming a DPHA Committee Member

Pay Your Rent Before It's Spent



During these difficult economic times and especially at Christmas, you may find yourself struggling to meet all of your extra financial commitments, and we sympathise if you are in this situation. The 'Pay Your Rent Before it's Spent' campaign message is clear: make payment of rent your

top priority before other commitments, otherwise you are in danger of losing your home. Every year we find a high proportion of tenants put festive expenses before the costs of housing and end up in all sorts of financial and legal difficulties for months or even years to come.

We are an understanding and caring social landlord. However, we also have a duty to maximise rental income for the greater benefit of the Association and our tenants. Our services to tenants can only be as good as whatever we can afford to pay, and rental income is therefore

crucial to our services and our reputation.

If you genuinely cannot pay, you should get in touch with your Housing Officer who will help and advise you on how you can maximise any benefits you may be entitled to, and let you know of agencies which may be able to help you. However, if you continue to ignore the problem you need to know that we will take firm action and that, ultimately, you can lose your home through persistent non-payment of rent. Other consequences can be:

- While you are in arrears, you cannot transfer to other accommodation or swap your home with another tenant.
- Your credit rating may be badly affected.

If you find that you are or will be struggling with your rent, you can contact your Housing Officer by calling the office and selecting Option 3. Alternatively, you can contact the Clydebank Independent Resource Centre on 0141 951 4040 who can assist with financial planning and benefits advice.

HOW TO PAY YOUR RENT...

DIRECT DEBIT

The easiest way to pay, if you have a current bank or building society account, is by Direct Debit. Paying your rent this way means you don't have the hassle of remembering when your rent is due. You can pay weekly, fortnightly, four weekly or monthly. Simply contact us for a form, which we can help you fill in and we'll take care of the rest.

BY CHEQUE

You can post or bring in a cheque made payable to 'Dalmuir Park Housing Association'. Please write your name and address on the back. This method is the only one where payments take more than 24 hours to credit your rent account. Cheques can take up to five working days to reach your account, after we have lodged them in our account so, make sure that you pay in plenty of time for your rent to be credited to your account by the 28th of each month.

There are many different ways to pay your rent using your AllPay payment card, issued to every tenant. Your AllPay card contains a unique identification number so it should be used when making payments to us as it identifies your rent account.

PAYMENT OUTLET

You can use your AllPay card to make payment at any outlet displaying one of the signs shown to the left.



All you need to do is take your AllPay card to the counter along with your payment and hand them over. You will be handed back your card along with a printed receipt, which you should keep in a safe place to prove you've paid.

PAYING USING YOUR TELEPHONE

This service is available 24 hours a day, 7 days a week.

Just ring 0844 557 8321 and follow the simple instructions. Please have your swipe card ready.

You can also telephone our offices on 0141 952 2447 and we can take payment.

The majority of debit cards are accepted.

PAYING OVER THE INTERNET

This service is also available 24 hours a day, 7 days a week. Visit www.allpayments.net and have your debit card and swipe card handy. The majority of debit cards are accepted.

If your swipe card is lost or damaged, please contact us on 0141 952 2447 and we'll send you a replacement card.

The Cost of Fly Tipping

Meet Lee-Ann Carline, our new part time Estate Management Assistant. Anyone familiar with our out of school care group may remember Lee-Ann in her role as a Play Worker.

Lee-Ann commenced her employment on the 31st October and her role will be to focus on the ever increasing incidents of fly tipping and general dumping of rubbish in backcourts and back lanes.



Time to think?

Do you think it is fair that Dalmuir Park Housing Association use rental income to have your excess rubbish removed from the backcourt?

Roles reversed; do you think it is fair that Dalmuir Park Housing Association use rental income to remove your neighbour's excess rubbish from the backcourt?

Do you think it is fair that Dalmuir Park Housing Association use rental income to remove fly tipping from the back lanes?



Money Down the Drain

Dalmuir Park Housing Association has spent £17,000 of rental income since April 2016 clearing excess rubbish and fly tipping from our properties.



£17,000 would pay for **5 new fitted kitchens**



£17,000 would pay for **8 door entry systems to be installed**



£17,000 would pay for **8 bathroom suites**



£17,000 would pay for **10 new boilers to be installed**



£17,000 would allow us to **fit double glazing to 3 properties**



£17,000 equates to a **0.64% rent increase to recover this money**



Action to take

We would ask any tenants who see fly-tipping taking place to report the incident by calling **0845 230 4090**.

If you have a large item which you need to dispose of, and it is in reusable condition, please call the National Re-use phone line on 0800 0665 820. They work with local charities and other groups to come and collect your unwanted items and pass them on to someone who needs them. Alternatively, you can contact a local charity yourself e.g. Home from Home.

They will uplift your unwanted item and pass it on to someone who needs it.

If you have a bulky item which cannot be re-used, and you require its disposal, West Dunbartonshire Council will arrange for a special uplift; there is a charge of £17.54 in advance for this service which can be arranged by calling the Contact Centre on 01389 737000.



School Days are 'Abbie' Days

The Association recently noticed that Abbie Currie, winner of this year's Pupil of The Year Award at Our Lady of Loretto, had previously appeared in our magazine.

In Autumn 2009, she was pictured on our front cover celebrating her first day, not only at school, but at

our Out of School Care Group as a 'Wee P1'.

Seven years later Abbie is pictured in our Summer and Autumn 2016 magazine with her school colleagues, her family along with her Pupil of The Year Award.

It's amazing how time flies but

great to see Abbie's progress over her Primary School years. We understand that Abbie has settled into Secondary School life very quickly and had an outstanding first report.

Well done Abbie, keep up the good work.



Dog Fouling

An increase in dog fouling has been reported throughout the estate. This will also be closely monitored by our Estates Management Assistant; Lee-Ann Carline.

Dog fouling is one of the most offensive types of litter on our streets and back court areas. Not only is it an eyesore but it can also spread diseases, get on shoes and attract flies. Allowing your dog to foul in a public place without clearing it up is against the law and can come with a fixed penalty fine of up to £80.

If you are aware of dog fouling in your neighbourhood then

you should contact West Dunbartonshire Council on 01389 772 059 and they will investigate the complaint within 24 hours from the person reporting the incident. You are not required to give your name and address.

This service is for dog mess which is on the pavement and streets and not back courts. If you have issues of dog fouling within your back court please report it to your Housing Officer or our Maintenance Department.

Free poop scoop bags are available from Dalmuir Library, ASDA Clydebank and Clydebank Police station.

Meet the Gardeners

As winter approaches Tony Pirie and Donnie McKerry have been busy with general maintenance in the Association Gardens.

Having created and 'planted-up' the raised flower beds in the summer at our Nairn Place complex Tony has been busy with their maintenance and general upkeep.

Our Beardmore Garden and Moon Garden have generated large fall of leaves from the mature trees.

Donny, assisted by Tony, has been storing the leaves in porous black bin bags within their green house. Next year, when the leaves dry out, they can be used as Mulch. Mulches will be incorporated naturally into the soil by the activity of worms and other organisms. The process is used both in commercial crop production and in gardening, and when applied correctly can dramatically improve soil productivity.

Donny has also been removing the summer flowers from the Beardmore Garden and turning the ground over, in between frost falls, in preparation for next year's planting.

Both Tony and Donny will ensure the gardens and flowers beds are in first class condition in 2017 as the Association celebrates its 40th Birthday. The Moon Garden also reaches a mile stone next year celebrating its 10th birthday.



Tony and Donny,
DPHA's green fingered duo



Housing Manager Sleeps Out

On Saturday 12th November John Mallon, our Housing Manager, took part in a sponsored sleep out at Celtic Park to raise money and awareness for homelessness organised by the Celtic FC Foundation.

Tony Hamilton (CEO of the Foundation) expressed his gratitude to everyone taking part and Dermot Hill, from The Invisibles charity said a few words about homeless people who sleep rough. He explained how they might not speak to a single person during a whole day or for several days. At times, they see no hope, no future, no way of changing things and, worst of all, many of them just feel forgotten.

John said of his experience, "The weather was kinder than expected. I think I only slept for one hour from about 3.30am until 4.30am, but after that I felt cold, uncomfortable and agitated with the lack of sleep. Being physically uncomfortable was one thing however, this made me appreciate the reason I was participating in the fundraiser".

Sadly, this is the harsh reality of what homeless people have to deal with on a daily basis is a lot more than just feeling a bit cold or uncomfortable'.

All monies raised will help provide clothes, toiletries, food, sleeping bags and most of all some human kindness and personal contact which can and will make a real difference. It will help 250 families who face real

hardship, with homeless people being given some cheer and comfort in the winter months.

At the time of printing John raised around £1,200 and would like to thank the Association who kindly donated £200.00, Trafalgar Housing Association who donated £100.00 and to DPHA tenants; Mary Barr, Alexis Beattie, Rose McKay, Cathy Robertson, & Margaret Aird who also donated.

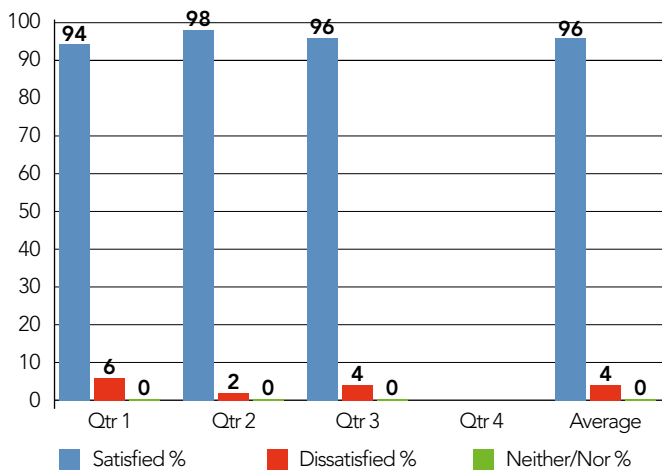


Housing Manager, John Mallon (left)

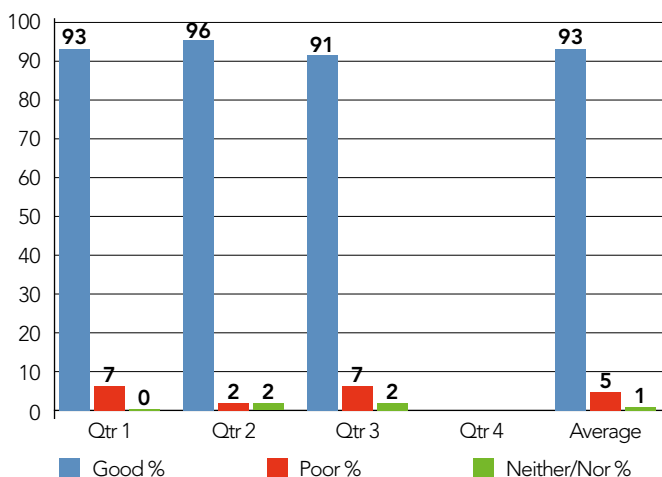
Housing: Continuous Monitoring Report

These are the results of the third interview taking place in the new cycle which will last three years. At the end of the third year we will have interviewed 75% of all our tenants. At the start of October we have interviewed 138 tenants.

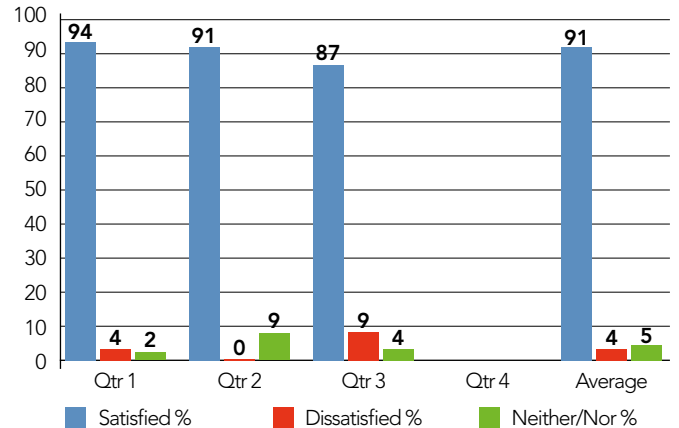
Q1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord?



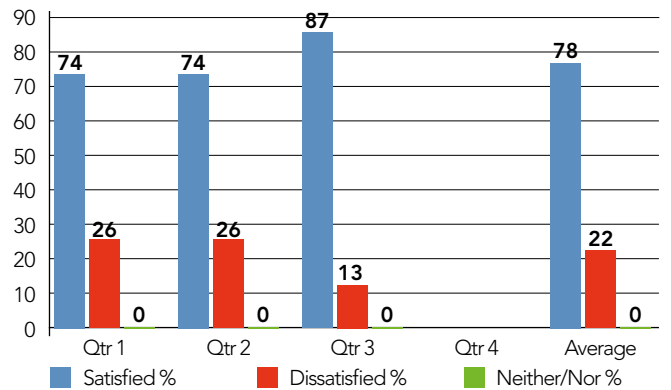
Q2. How good or poor do you feel your landlord is at keeping you informed about their services and decisions?



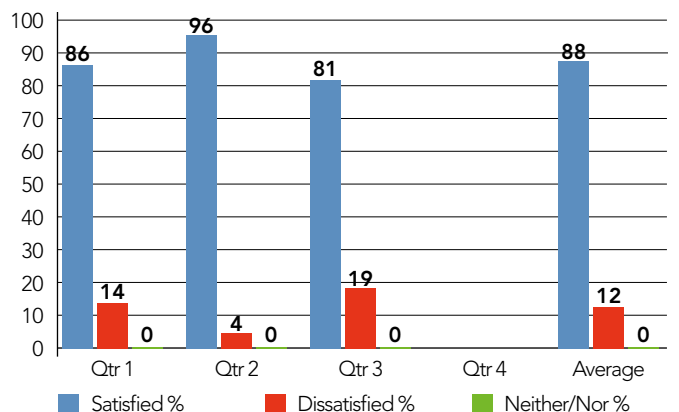
Q3. How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?



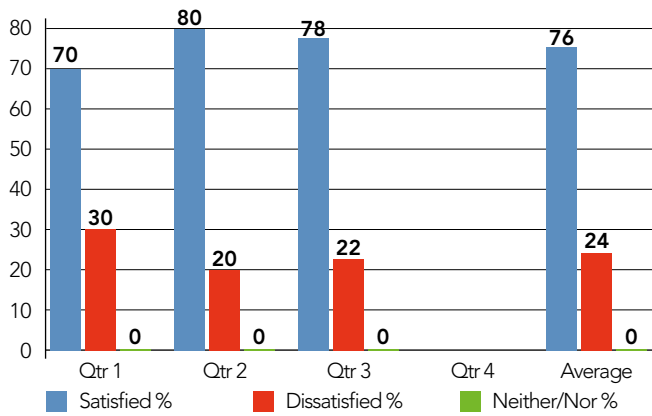
Q4. How satisfied or dissatisfied are you with the overall quality of your home?



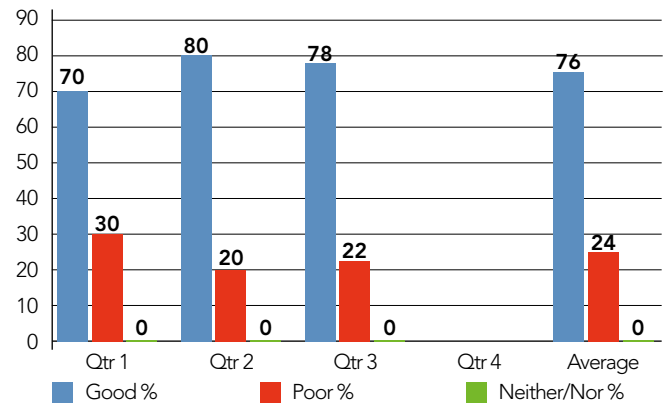
Q5. Thinking about the LAST time you had a repair or maintenance carried out, how satisfied or dissatisfied were you the repairs and maintenance service provided by your landlord?



Q6. Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in?



Q7. Taking into account the accommodation and the services your landlord provides, to what extent do you think that the rent for this property represents good or poor value for money?



Staff News Staff News Staff News

First Aid Certificates

A number of staff completed first aid training. Well done to:

Alexis Beattie	Fiona McGregor
Thomas Bell	Yvonne Mathieson
Arlene Dickson	Raymund Mauchan
Angela Flaherty	Donna Scanlon
Christine Hendry	Kimberly Tennant
Elaine Kelly	Simone Wallace
Ann McColgan	

New Recruits for Property Services Department

Stuart Yates has now taken up his post as Property Services Officer. You will see Stuart out and about inspecting properties and assessing repairs.



Lee-Ann Carline recently joined the Association as Estate Management Assistant.

Staff and Committee offer a warm welcome to Lee-Ann and Stuart and, wish them both well in their new jobs.



Lucy's Winter Newsletter Article

As always I have been keen to develop my skills and role within DPHA. I feel my confidence has been boosted recently and I have more faith in my abilities. I feel I have been able to make more decisions independently with little assistance from my colleagues or support workers.

I have been the designated person dealing with scanning old housing applications. This involves transferring

paperwork to digital files. I am introducing our filing system to the 21st century!

I hope to gain new experiences working within the Sheltered Complexes next year, but the details of this are still being arranged with my line manager.

2017 is DPHA's 40th Anniversary and I will be involved in organising promotional and celebratory events.

Halloween Party

The group held its annual Halloween Party in October. Costumes included Batman, Darth Vader from Star Wars and a Skeleton!

The children had a great time participating in fun filled games and also 'dooked for apples'. Everyone had a great time while enjoying lots of scary food and spooky juice.



Health & Wellbeing

We have a themed wall at DOSCG where each theme is chosen by the children. The current theme is all about Health and Well Being.

The children are applying the finishing touches about the Do's and Don'ts of looking after yourself in a healthier way.



Arts and Crafts

The children have enjoyed taking part in sewing activities. They recently completed a project and created Little Mermaid, Emma. The pictures below were taken during and on completion of the project.



The Great DOSCG Bake Off!

The group recently held their own 'Great DOSCG Bake Off'. The children made their own chef's hats, aprons and rolled up their sleeves and got baking.

The children had a great time and enjoyed tasting each other's yummy cakes. This activity proved to be very popular and will most certainly be included in future program planning.



Casual Care Staff Required

Are you looking for a new challenge or career in child or adult care? Do you have experience in working with children or adults on a professional or personal level?

We are urgently looking for casual staff within our Care Services, either at our out of school care group or within our sheltered housing services. Full training

is provided, with an hourly rate of £8.35 per hour increasing to £8.45 per hour on 1st April 2017.

If you would be interested or want to find out more information on our current opportunities, please call for an informal chat with our Care Services Manager, Arlene Dickson on 0141 925 2447.

DOSCG - Christmas 2016 Closure

DOSCG closes at 6pm on Friday 23rd December 2016 and will re-open on Wednesday 4th January 2017.

A Play Scheme will operate on the 4th, 5th and 6th of January.

REMEMBER BACK TO SCHOOL ...
Monday 9th January 2017 9am SHARP!!!





Tenants Bus Run

Both our Sheltered Housing complexes recently held their annual bus run to Largs.

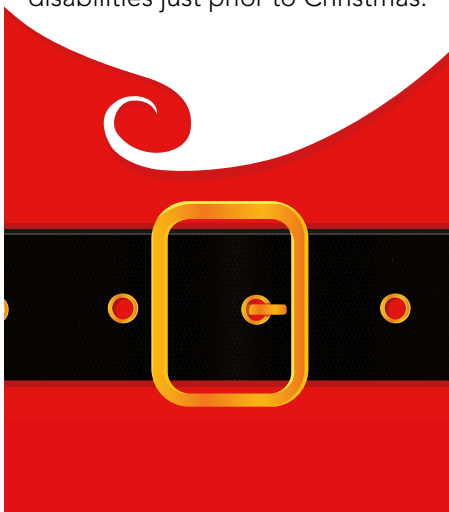
On a dry, but cloudy day the bus left the complexes at 11.00 am and headed down the coast stopping at the Cardwell Garden

Centre to allowing the tenant's time to browse and have lunch.

After lunch, they travelled on to Largs where they spent the remainder of their day, before returning back home.

Christmas Vouchers

As part of our Wider Role Activities the Association are delighted to announce that they will be once again be distributing around 180 £10 Shopping Vouchers to its elderly residents & tenants with learning and physical disabilities just prior to Christmas.



Staff Leaving

In October we said our goodbyes to two of our Care Services staff.

Katrina Docherty who had worked at Lynx Care for 13 years and Christine Totten who had been a Sessional Care Services staff member for 6 years.

Everyone at the Association would like to wish Katrina & Christine good luck in their new jobs.

Both were presented with flowers, chocolates and cards from the staff and tenants.



Christine and Katrina (centre) with their flowers from Shaftesbury Street staff.

Independent Living Specialist Roadshow

Independent Living Specialists visited both our Sheltered Housing complexes in October. The roadshow provided useful advice and demonstrations of a selection of appliances to the tenants.

Tea, coffee and cakes were provided.



Mrs Tonner trying out the recliner chair on display.

WE ARE MACMILLAN. CANCER SUPPORT

MacMillan Cancer Charity Brunch

On Sunday 9th October, Shaftesbury Street complex held a Big Breakfast Buffet for tenants and visitors raising £130 in aid of MacMillan Cancer charity.



Tenants and visitors enjoying their Breakfast buffet

Nairn Street, MacMillan Lunch

On Sunday 23rd October, Alexis Beattie at our Nairn Street complex held a Sunday Lunch in aid of MacMillan Cancer charity.

A raffle was held along with a "bake off" with cakes being sold to the highest bidder.

The winner of the "bake off" was Mrs Sandra Murphy with her fabulous floral cake. A total of £299.20 was raised and a many thanks to all who came along.



The winning Floral Cake by Mrs Sandra Murphy

Brave Shave

In our last edition we told you about Mrs Joyce McDonald, who shaved all her hair off in aid of the MacMillan Cancer charity. We are pleased to announce that in doing this Joyce raised an amazing £1,102.00 for this very worthy cause.

HALLOWEEN Fish Supper Night

Both Sheltered Housing complexes held their popular Fish Supper Night to celebrate Halloween with prizes for the best dressed costumes.

The Shaftesbury Street complex also held a raffle raising £72 for MacMillan Cancer charity.



Bag it with 'The Bite'

Following last year's success of our Small Community Grant Pilot we are delighted to announce that this scheme will run for a second year.

In community partnership with local fast food and grocery store, The Hungry Bite, a £200 grant will be 'up-for-grabs' to any group operating within the Dalmeir area.

How does your group apply?

There is no strict criterion. Simply pick up an entry form direct from The Hungry Bite, identify a specific project or idea where the grant will be spent and detail how it would benefit your group. Forms should be returned to the shop by MONDAY 6TH FEBRUARY 2017.

Arthur Strachan, proprietor of 'The Bite' said, 'I took ownership of the shop in January and was informed by the outgoing owner of this excellent project. I am more than delighted for the shop to continue with its support'.

The Association matches the £100 generated by the shop through the sales of plastic carrier bags. The Scottish Government implemented a 5p charge on carrier bags in October 2014. Their policy intention is to distribute net revenues by retailers to good causes.

The overall winner will be announced in late February with pictures in our next magazine.



West Dunbartonshire Women's History Project

West Dunbartonshire Women's History Groups have a new and exciting project entitled 'The Changing Roles of West Dunbartonshire Women Throughout the Second World War- 1939-45'. With this year being the 75th Anniversary of the Clydeside Blitz, it was decided that the focus of the new project, in commemoration of this Anniversary, would be the role of women throughout the period 1939, just at the advent of the declaration of war, through to 1945, the end of the war and its aftermath.

The group want to research, document, preserve, and celebrate how the changing roles enforced on our local West Dunbartonshire women throughout this period would change their lives and that of society forever - how they changed from one of dedicated domesticity and working in 'women's jobs' to one which saw many women take

on the integrated roles of mother, father, breadwinner (working in jobs normally occupied by men – munition workers, electricians, crane drivers etc.) and keeping house, within the constraints of wartime rationing and restrictions of 'making do and mending'. No more would woman's place be regarded as exclusively in the home.

It is aimed to produce a further two publications from this project - one filled with women's testimonies, anecdotes, memoirs, photographs etc. of these changing roles and the other a Wartime Family Recipe book filled with local takes on ration recipes compared with modern day non-ration versions.

The hope is to climax this yearlong research with a replica V.E. Day Street Party Celebration Event within Clydebank Town Hall on 31st March 2017 attended by all



generations from throughout the community. This will see wartime food, music and live storytelling alongside an exhibition showcasing donated artefacts together with their publications as well as hosting 1940s hair and make-up demonstrations and 'make do and mend' and ration recipe workshops.

To ensure that these wider life-changing experiences of local women during the Second World War are recognised, documented, championed, preserved and shared with the local community before they are lost, the group are looking forward to visiting our two sheltered complexes over the next few weeks and, meeting the lovely residents who we hope will offer contribution by way of their memories and stories to the project.

ACTIVITY PAGE

Cooking for Christmas Word Search

C A R R O T F H D R R H P N L
Y A S D E C P N C P Z L O T L
T G G P G P V O R A D I S H X
M A Y K A L E J M C N S K Q C
M Q K R B R O C C O L I J L X
N A F I B T A T U R N I P F L
V L L K A F O G C T E T N S V
J P B T C H R R U B T W P I C
Z U O K F E W Q M S A E P N B
X P C R I G L U B V O S L G D
Y Z O B Q W H E E X D D I S D
D L C G H R A P R L E I E F G
Y B R V Q N R C G Y T V K Z O
M O Q L S F D R G M M L T T T
V N A J Q B R Y S B K W W A M

- ASPARAGUS
- BEANS
- BROCCOLI
- CABBAGE
- CARROT
- CELERY
- CUCUMBER
- KALE
- LETTUCE
- ONION
- PEAS
- POTATO
- RADISH
- SPINACH
- TURNIP

Colour Me In



Easy Mince Pies

PREPERATION TIME:
30 minutes to 1 hour

COOKING TIME:
10 to 30 minutes

SERVES:
Makes 18

INGREDIENTS:

- 140g/5oz cold butter, diced
- 225g/8oz plain flour
- 50g/2oz ground almonds
- 50g/2oz golden caster sugar
- 1 orange, zest only
- Pinch of salt
- 1 egg yolk
- 1-2 tsp cold water
- 280g/10oz good quality mincemeat
- 1 egg, beaten
- Icing sugar for dusting

METHOD:

- Preheat oven to 200C/400F/Gas 6.
- Rub the butter into the flour and add the almonds, caster sugar, orange rind and salt until the mixture is a bit crumbly.
- Combine mixture with the egg yolk and 1-2 teaspoons of water until it forms soft dough, then put it into a plastic bag and chill for 20 - 30 minutes.
- Roll out the pastry to a thickness of 2-3mm(0.1in) and cut out about 18 rounds measuring 7.5cm(3in) with a pastry cutter.
- Place in lightly greased patty tins and spoon the mincemeat evenly into the pies.
- Re-roll the leftover pastry and cut out round lids, stars or other festive shapes to fit on top of the mincemeat.
- Lightly brush the pastry tops with the beaten egg and bake in the oven for 12 - 15 minutes until golden.
- Remove from oven and leave for a few minutes before removing from tins and cooling on a wire rack.
- Dust with icing sugar.



CONTACT NUMBERS

Emergency Numbers

Plumbing or Heating

Call Hi Flow:

0141 944 6060

Other Emergencies

Call Saltire:

0800 048 2710

Other useful contact numbers

Scottish Water:

0800 077 8778

Scottish Power:

0800 027 0072

Scottish Gas:

0800 111999

NHS 24:

111

Paisley RAH:

0141 887 9111

Queen Elizabeth
University Hospital

0141 201 1100

Gartnavel Hospital:

0141 211 3000

West Dunbartonshire Council:

01389 737000

Police/Fire/Ambulance
Emergency:

999

Police Non Emergency:

101

Police Enquiries Clydebank:

01786 289070

Crime Prevention:

0141 532 3338

Community Safety:

0141 532 3310

Victim Support:

0141 952 2095

Citizens Advice:

0141 951 8666

Employment Services:

0141 800 2700

Housing Benefits:

01389 738 555

Council Tax:

01389 737 444

Anti social
Behaviour Helpline:

01389 772 048

(Mon-Fri 9am-11pm,
Sat-Sun 3pm-11pm)

Refuse Collection

Bulk Uplifts:

01389 737000

Independent

Resource Centre:

0141 951 4040

Dalmuir Library:

0141 952 3532

Dalmuir CE Centre:

0141 531 6300

Clydebank Health Centre:

0141 531 6475

Vale of Leven General:

01389 754 121

Social Work:

01389 737 758

Social Work
out of office hours:

0800 811 505

Dalmuir Park Housing Association

Beardmore House, 631 Dumbarton Road, Dalmuir, Clydebank G81 4EU
www.dpha.org • Tel 0141 952 2447 • Fax 0141 951 4423

Dalmuir Park is registered charity no. SCO 3347

When you have finished with this report please recycle it.

