



Dalmuir Park
Housing Association

Magazine

SPRING 2016

#followusontwitter

@dalmuirha



#goldenwalls

#rentreview2016

#0%rentincrease

Positive about disabled people

We have, once again, attained our accreditation to the Disability Symbol (also known as the "Two Ticks" symbol) which demonstrates our ongoing commitment to employing disabled people.

Following an assessment visit from a DWP Disability Employment Adviser, they stated that DPHA 'exceeded the requirements of the two ticks criteria'. It was recognised that DPHA currently employs two people with

disabilities that receive ongoing support and training and was also impressed with the plans we have to employ another part-time gardener with a disability.

Being a Disability Symbol holder shows our how our approach to employing disabled people ensures we continue to employ a diverse workforce. The symbol will make it clear to disabled people that we welcome their applications and we are positive about their abilities. This also assures existing



employees that we value their contribution and will treat them fairly should they become disabled.

Management Committee Recruitment

Why not get involved and help shape your local community. We currently have eight Management Committee members representing your community, but with room for seven more, we are actively looking

for new committee members....and you don't have to wait till the AGM, you could attend a few meetings first before committing yourself.

If you are interested in finding out

more about membership or joining the Management Committee, please complete the form below or contact Lesley Gillespie, Corporate Services Officer at the office, selecting option 6.

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 running of DPHA and would like more information on becoming a DPHA Committee Member



PAINTING THE SCENE



JS Harvey is our chosen painting contractor and you may have seen them brightening up The Crescent along with our two sheltered complexes; Nairn Street and Shaftesbury Street.

Mrs Mowatt residing at our Shaftesbury Street complex is delighted with her newly painted

close. She said, "It adds character to the close and gives it individuality as we got to choose the colour ourselves"

The plan for 2016-17 is to paint Scott Street and the closes from Agamemnon Street along Dumbarton Road to Shaftesbury Street.



Keeping you warm and saving you money!

As we near the end of our £250k External Wall Insulation (EWI) programme we are delighted with the overall feedback from our tenants and owners.

The programme attracted funding from the Scottish Government and was used to install insulation to the gable walls of many of our traditional tenemental properties.

We would remind all residents that the contractor, Everwarm, will require access to individual properties to carry out Energy Performance Assessments on completion of the work. They will contact you to arrange access in due course. The Association appreciates your co-operation.

This investment should reduce residents' heating costs as well as improving the look of the properties.



DOSCG Diary



During the recent mid-term break the children at DOSCG enjoyed a trip to Glendrick Roost. The Roost is a small registered Scottish charity based in Aberfoyle.

It houses abused, abandoned or neglected animals from gerbils to Clydesdale horses and gives them a home for life. A select few will then participate in educational and therapeutic activities with groups and individuals.



DOSCG children with Roost owner Mione, making their way up the hill to the Roost



Kids hands on at the Roost

EXCLUSIVELY EXCLUSIVE

Dalmuir Out of School Care Group has recently secured an additional two rooms within Dalmuir CE Centre for their operations. The additional rooms will give the group exclusive use of the top floor; this is great news for the group and will allow the co-ordinators to create more free play and educational activities for the children.

In addition to the two rooms, secured video entry will be installed improving security and safety of the children, staff and parents.

The group have taken on two new staff members recently. Simone and Donna have settled into their roles very quickly and both girls will receive training to further enhance their skills.

Summary of Complaints 2015-16

COMPLAINTS UPDATE

Complaints give us valuable information we can use to improve customer satisfaction and we positively welcome feedback on all our services.

This year we received 10 complaints; a reduction in last year. 30% of total complaints received this year were upheld and all we responded within the target timescale.

Stage 1 – Frontline Resolution: to be resolved in a 5 day target

	Received	Achieved	Outwith	Upheld
Stage 1 Frontline Resolution	10	10	0	3
Stage 2 Investigation Resolution	0	0	0	0
Total	10	10	0	3

Stage 2 – Investigation: 20 day target

0
Stage 2 complaints
 have been received this year

YOU SAID:

You were not happy with the cleaning of the backcourts...

WE DID:

Continue to regularly monitor our contractor and they also appointed a member of staff to carry out monthly audits.



Care Services Gifted £300!



ASDA FOUNDATION
'Supporting Your Local Community'

Thanks to a £300 donation from the Asda Foundation, the Clydebank store assisted in the organisation of a Christmas dinner for members of our Sheltered Housing complexes. The Christmas dinner brought together the residents from Nairn Street and Shaftesbury Street as well as kids from the Dalmuir Out of School Care Group who entertained

everyone with festive carols. The donation was split between the complexes and the Dalmuir Out of School Care Group.

Elaine Kelly, Project Co-ordinator at Dalmuir Out of School Care said: "It's easy to forget that not everyone can spend time with friends and family over Christmas, and for some it can be quite lonely so we are extremely grateful for everything Asda has donated".

Linda McGuire, Community Life Champion at Asda Clydebank,

said: "We are sure that everyone from the complexes enjoyed the meal at St Stephen's Church Hall just as much as we enjoyed providing it to them. Christmas is a special time in the year and should be celebrated by everyone, so we are doing our bit to spread some festive cheer!"

DOSCG used their proportion of the donation to throw a Christmas Party for the children before the holidays; the kids enjoyed having a dance, a sweet treat and a visit from Santa.

Sheltered News

As a Christmas gift Sheltered Tenants received a box of chocolates from their respective complexes and a £10 Gift Card from the Association.

Thanks also go to Clydebank Co-Op Funeral Services who kindly donated to the Sheltered Housing 15 Christmas 'Goodie Bags'. The names of all sheltered tenants were entered into a draw and the lucky winners received a bag full of treats.



Santa Seonaid



Linda McGuire, Asda Clydebank



Dalmuir Out of School Care Group



Shaftesbury tenants at Christmas Dinner

The Beardmore Trust

Over the last year the Trustees of the Beardmore Trust have continued to deliver some smaller scale community projects and have made significant progress, developing a longer-term strategy for big investment in the area.

Working closely with DPHA, West Dunbartonshire Community Volunteer Service (WDCVS) and more recently with Glasgow University's Training and Employment Research Unit, the Trust has accumulated a wealth of information on the local Dalmuir community.



We have information on employment, education and training, qualifications held by age-groups across the community, as well as health and welfare statistics and how our area compares to other similar areas and national averages. We look forward to converting this information into local projects which will support the community within identified areas of need.

All information will be used as the basis for some large-scale funding applications for investment into local facilities and services.

Other projects benefiting from Trust funding and support:

Sheltered Housing Lunch Club: The club continues to provide lunches two days per week (Tuesday and Wednesday). The cook is funded by the Trust. We are aware from feedback that there is a demand for an extension of this service into the weekend and are currently looking at ways to attract funding.

Active Dalmuir: The Trust obtained Big Lottery funding to provide sport and football activities and promote exercise within local schools. Many Dalmuir children were involved in a successful project which is expected to continue this year.

DOSCG Children's Christmas Party: The Christmas Party took place on Tuesday 22nd December in Dalmuir CE centre and was attended by around 40 children. The Trust arranged funding through the WM Mann Foundation.

Bagged It!!!.....wae ra Bite

Dalmuir Early Learning Centre pipped other entrants to win a Community Grant funded by The Association and local Fast Food and Grocery Store, The Hungry Bite.

All groups were invited to apply for the grant detailing a specific project or idea where they would spend it.

The staff and children at the Learning Centre wrote a poem

in broad Scots language highlighting their ambition to educate themselves and widen their understanding of the language.

They will purchase reading books and DVD's and can now afford to bring in a guest speaker to assist them in achieving their goal.

Aw ra best tae ra bairns!!!!

Oor weans at Dalmuir Nursery,
Hear you've got two hunner pounds.
We're learning how toe blether in Scots,
Cos it's the moist bonniest language aroond!
We'd uise a' they pounds toe buy loads o' stuf f .
Toe help us learn mair about Scots.
Then abody wid be talkin' about us, sayin,
Listen toe they clever tots!
A' that new stuf f they pounds wid buy,
Wid gie us a brow stert.
It wid help us toe learn lots n lots about Scots,
And make us even mair smert!
So we'd love it if ye gied us the money,
That wid be really guid.
Then we'll send ye some photos of whit we bought,
And exactly whit we did!!!

Pupil of the Year 2016

We are delighted to report that our Pupil of the Year Awards is now in its 6th year.



With support from the Beardmore Hotel and Conference Centre, now rebranded as the Golden Jubilee Conference Hotel this activity has gone from strength to strength.

Three local primary schools, St Stephen's, Clydemuir and Our Lady of Loretto nominate a pupil each month from September to May. Nominees are then eligible to win the Pupil of The Year Award for their school.

Each winner will receive a small gift from The Association with the Hotel laying on the full red carpet treatment at the Golden Jubilee Conference Hotel for each winner and their families.

Photographs of this event will be routed through twitter @dalmuirha in June



Dalmuir is all white



The Association received some beautiful pictures taken during the heavy snow fall in mid January. It is interesting to see how snowfall changes the appearance of the area and we now have plans to take similar shots in the summer to compare.

Why not send us your pictures of the local area via twitter @dalmuirha and we will include them in our next article.



ENVIRONMENTAL AUDIT 2016

HAVE YOU AND YOUR NEIGHBOURS A WISH-LIST FOR YOUR GARDEN?

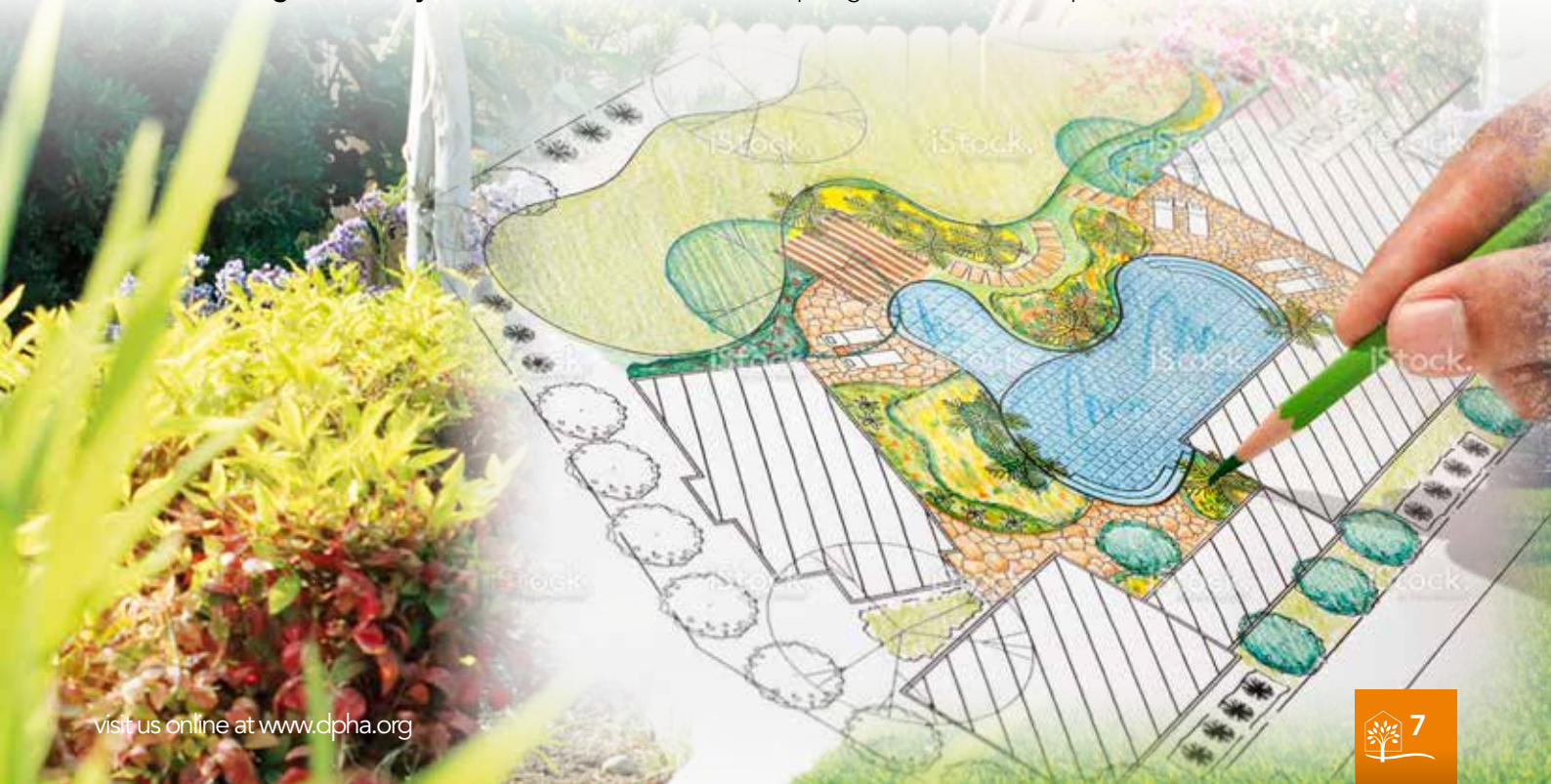
At both of our recent Resident Consultation Days in September '15 and February '16 we asked all attendees if they would be interested in participating in an Environmental Audit which simply means local residents joining staff and committee members to work in small groups and inspect small areas which might involve your

street and your back court or common garden space.

All ideas for repairs and improvement will be noted and fed into a plan and a budget to enable priority work to be scheduled and implemented. We are delighted to report that 22 residents have already signed up and we are now compiling a checklist

which will help everyone involved to identify problems and score their significance. We will invite interested residents to a meeting in the near future and it's not too late to register your interest in joining us by emailing or calling:

Email: admin@dpha.org.uk
Telephone: 0141 952 2447



RENT REVIEW CONSULTATION

0% RENT FREEZE

The Association's Management Committee members and senior staff have just completed our annual review of recent and projected costs which determine the amount of annual income and related rent levels required to match this expenditure. Complicated projections on running costs over the next 30-years are merged with income data reflecting local levels of affordability to our tenants and to levels of rent increase being applied by other housing organisations facing similar challenges.

The rent review is always a difficult task but we are pleased to announce that this year's rent will be frozen. We are confident we can achieve all three objectives relating to affordability, comparability and long-term financial viability.

In line with the Association's commitment to tenant participation, the Association hosted a consultation day to help assess our tenants' views on the proposed rent increase. The open day took place in the Cadet Hall, Beardmore Street just behind

our offices on Saturday the 6th February. Further to this we wrote out to all affected tenants asking for comments and opinions on an increase of between 0% and 2%. The consultation is based on the latest available Retail Price Index (RPI) figure of 1.1% for November 2015, representing an approximate indication of how costs are increasing.

87% stated that they are satisfied, and 6% were neither satisfied nor dissatisfied with the proposed review

We believe that we simply need to keep our properties, particularly our tenements, void or occupied, at a suitably high standard to increase the chances of you enjoying your home and your environment.

You will probably be aware that almost all Association homes now benefit from new kitchens, replacement windows and new gas central heating boilers. Replacement bathrooms are to follow alongside many other planned and reactive works all of which have been costed to ensure that our properties and our services continue to improve.

CONSULTATION
DAY ATTENDANCE

UP
92%
ON LAST YEAR

Faced with a difficult decision, the Association's Management Committee has decided that the priority is to deliver improved services and property improvements as planned and within the confines of a rent freeze.

By having no rent increase, means that tenants can budget their income in the knowledge that there will be no changes to their rent until at least March 2017.

As a result of a rent freeze the Association will have the lowest average rent for 2, 3 and 4 apartment properties in West Dunbartonshire. All Scottish Secure Tenants have already received a letter detailing their individual rent charge for this year.



If you know of anyone who is seeking accommodation, then ask them to contact the Associations office, and they can speak to a member of the housing team about their prospects.

We currently have an open Housing List for properties in Dalmuir, Mountblow and Old Kilpatrick.

We have 2, 3 and 4 apartment properties that have full central heating systems, secure controlled entry systems,

communal gardens and are suitable for families, couples or single people. Depending on apartment size the rent for these properties ranges from £220 to £400 per calendar month.

Although we already charge some of the lowest rents in West Dunbartonshire we are not increasing our rents or service charges for the year 2016/17.

Our properties in central Dalmuir are mainly traditional tenements; we have more recently built properties throughout our stock.

The Association manages two Sheltered Housing Complexes; these are situated at Nairn Street/Nairn Place and on Dumbarton Road.

For more information, please call the number below, or visit our website at www.dpha.org.uk

Tel: 0141 952 2447 (Option 3)



CONSULTATION DAY 2016/17



CONSULTATION DAY

Our Consultation Day was once again a great success. We would like to thank all attendees including residents, Committee Members, community partners and staff for their valued time.

The Community Police were in attendance providing advice on keeping your home secure and personal safety. We also had information boards detailing our planned maintenance programme throughout the estate within the next year. Kitchen and bathroom

samples for the forthcoming contracts were also on display.

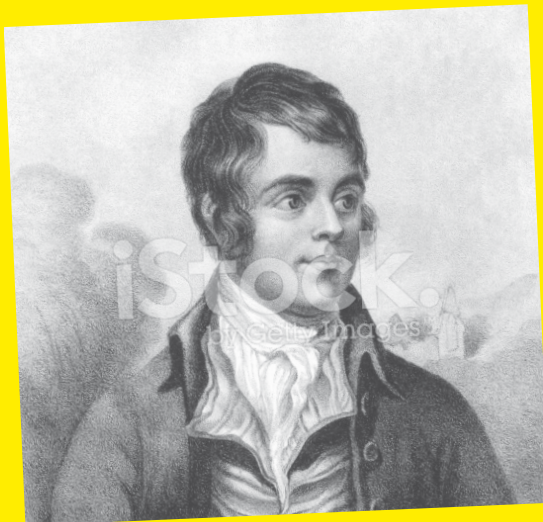
Overwhelming feedback stated that the overall impression of the day was interesting and informative, with the venue proving very popular. In addition to the formal aspects of the day we had an onsite crèche, manned café and face painter who proved very popular and not just with the kids!



Sheltered News

A Man's a Man for a' That

Celebrating Robert Burns Day both Sheltered Housing Complexes held separate lunches for their tenants. This was followed by a Quiz with Scottish themed prizes.



Hook line and dinner

During February both Nairn Street and Shaftesbury Street complexes held the increasingly popular 'Fish Tea Nights' for their residents. Not only was there fish on the menu but Chicken, Sausage and Haggis Supper.



LET THERE BE TEA

Thanks to Linda McGuire, of Asda Clydebank, tenants at Nairn Street had an extra special tea morning as Linda dropped in with scones, jam, butter and a selection of cakes. Linda is planning to visit a Shaftesbury Street tea morning in the near future.



Tenants were consulted by the Associations Property Services department and chose their colour for each of the individual closes from a range of colours. The painting of closes at Shaftesbury Street complex has since finished and work is now in progress at the Nairn Street complex.

90 YEARS YOUNG

One of the Shaftesbury Street tenants, Miss Maimie Young recently celebrated her 90th Birthday with her Sister Betty and her family at the Golden Jubilee Conference Hotel. Maimie was born in Govan and raised in Partick. Maimie lived in Drumchapel before moving to Shaftesbury Street Complex in May 2014.



Miss Young with a card and chocolates from the complex



Mr James McCann of Nairn place also celebrated his 90th birthday in March. Mr McCann received celebrated his birthday at home with his family. Mr McCann with wife Mary.



EVH Long Service Award for Marion Birnie

39 Years Continued Service

EVH (Employers in Voluntary Housing) and DPHA have recognised Marion's 39 years commitment to the Committee, the Association and the local community. Marion was presented with a personalised crystal ornament.

Marion, DPHA Committee Member, first became interested in involvement in housing issues as a young mother with two children. Concerned for her families' welfare in the Dalmuir tenement in which she lived, she volunteered in 1977 for the Steering Group that was eventually to become the Management Committee of DPHA.

Being a founder member is a great source of pride to Marion who has served without a break throughout the long history of the Association.

She has been the Secretary, has served as Chairperson twice, chaired many various committees over the years and been involved in the work of the SFHA and EVH as DPHA representative member. She also chaired the Parents Teachers Association of Kilbowie Primary School when it was under threat of closure.

Over this extraordinary span of service and commitment to the community of Dalmuir, Marion has seen many changes. Of them all, it is the remarkable change to peoples living conditions brought about by the persistent hard work of the Association in which she finds the greatest reward.

Her interest now lies in the social side of housing; providing care and support for the elderly and vulnerable, quality after school care, healthy living and bringing about conditions that give people choices and opportunities.

Her aspirations are to see the environment of Dalmuir and the surrounding area further transformed.

Marion said "I have seen many changes for the better in the Dalmuir



area however the Association and I are not complacent. We have ideas and visions that are driven by our desire to improve the quality of life for all the people in the area and I am proud to be involved"

Congratulations Marion!

WHO ARE EVH?

EVH are a unique organisation, providing unlimited support to the governing bodies of not for profit and voluntary organisations like the Association in all aspects of their employer role. They do this as a fully

volunteer-led organisation similar to ourselves.

They were formed in 1978 from a small group of community-based housing associations in Glasgow. Today, their membership stands at

well over 150 organisations in all parts of Scotland and in the last decade their membership has grown to include a wide range of social employers throughout the social enterprise and not for profit sectors.

Annual Factoring Update

Our new financial year (2016/2017) is once again upon us and your annual factoring invoices will be popping through your door very soon.

All monies due for last year (2015/2016), including common charges, should now have been paid in full. If you have not already done so please arrange to pay these immediately. Failure to pay your factoring bill could result in legal action and all legal costs will be passed on to you. We do hope though that this action will not be required.

Factoring invoices issued on an annual basis are for common building insurance, service charges and the Association's management fee. Owner and Sharing Owner occupiers,



who make payment in full within 30 days, will receive a 5% discount. Alternatively payment can be spread over 12 months, by direct debit with no additional charge being incurred.

We are delighted to see an uptake on owners taking advantage of the direct debit scheme. This allows the Association to monitor payments coming into your account and

reduces the administration costs. It also prevents payment 'slipping your mind'.

PLEASE NOTE THAT COMMON CHARGES ARE NOT INCORPORATED WITHIN YOUR DIRECT DEBIT AND SHOULD BE PAID FOR SEPERATLEY ON RECEIPT OF INVOICE.

To set up a direct debit or discuss any financial aspect of factoring please contact Gary Earl at the Association office on 0141 952 2447 Option 4



Direct Bus to QEUH Launch

Following the closure of the Western Infirmary in Glasgow and relocation of the hospital service to the South Side of Glasgow, including the accident and emergency department, it was realised that a direct transport link to the hospital had not been implemented. This affected residents in the Clydebank area and crucially residents of DPHA.

Following a successful campaign led by Dalmuir/Mountblow Community Council, there WILL now be a direct bus to the Queen Elizabeth University Hospital. Following a hard-fought grass roots campaign, the Community Council secured thousands of signatures supporting a direct bus link.

West Dunbartonshire Council agreed to fund a trial bus costing £50,000 for a six month period. Commenting on this success, Chairman of the Community Council, Craig Edward, says "This is a roaring success for DPHA residents and the wider Clydebank community. However, the key message has

to be 'use the service, or lose it'. This is a trial bus with the hope that many people will use it and if it proves to be a success a commercial operator should make it a permanent route. It is down to each and every one of us to make this a permanent bus."

Over the coming weeks there will be efforts taken to publicise the details of the route, and the below FAQs and will help to understand the details.

..... LAUNCH

Q. When will the bus launch?
A. **Monday 14th March 2016**

..... TIMINGS

Q. What time will it operate from?
A. **First bus leaving Clydebank – 07.30 am. Last bus returning from Hospital 8.33 pm**

Q. What days will it operate on?
A. **Monday, Tuesday, Wednesday, Thursday, Friday and Saturday. There will be NO SUNDAY SERVICE**

Q. What times throughout the day will the bus travel?
A. **It will be an hourly service i.e. depart at 0730, 0830, 0930, 1030 etc**

..... ROUTE

Q. What route will it take?
A. **Depart from Chalmers Street, Clydebank via The Clyde Tunnel to Queen Elizabeth University Hospital – a direct bus**

Q. Will it stop off anywhere else?
A. **No. £50,000 has been spent to maximise the timings of the routes to suit as many staff, visitors and patients as possible therefore a direct service was agreed.**

Q. How long is the bus journey?
A. **Around 20 minutes – it is a direct bus saving you a long journey**

..... COST

Q. How much will it cost?
A. **£2.15 single each way (£4.30 return) is the maximum the bus operator can charge.**

Q. Can I use my concession card?
A. **Yes**

..... BUS

Q. Who is the bus operator?

A. **First Bus**

Q. What service is the bus?

A. **CO1**

Q. What side of Chalmers Street do I get on the bus?

A. **Train Station side**



Kitchen and Bathroom replacements



We are delighted to advise that MCN (Scotland) Ltd have been awarded the first phase of the kitchen Renewal Contract and City Building have been awarded the contract to replace existing bathrooms.

Work is already under way in Scott Street and Burns Street and will continue into Pattison Street and Dunn Street in 2016 – 17.



Condensation or Dampness?

We have been receiving a number of calls from tenants concerned about dampness in their homes. Dampness is very rare, most of these calls are actually condensation.

What causes condensation?

Condensation happens when water vapour is trapped within the air and condenses onto a cooler surface, changing from gas to liquid which causes moisture on the surface. If this happens over a period of time, mould growth can occur.

How do I prevent condensation?

- ✘ Don't block off ventilation around the house such as air bricks or trickle vents on windows
- ✘ Don't use tumble dryers unless they are self-condensing or vented with a hose leading outside
- ✘ Don't keep doors open when cooking or bathing
- ✓ Do keep lids on pans when cooking
- ✓ Do try to dry your clothes outside, where possible
- ✓ Do open the window after a bath or shower
- ✓ Do try to keep a good level of background heating throughout the property

New Modern Apprentice for Finance and Corporate Services

We are delighted to announce that we have successfully appointed a Modern Apprentice who will join our Finance and Corporate Services department. Conor Fox was a school leaver who previously gained work experience at DPHA and has been working towards SVQ level II in Business Administration within a local care home prior to joining us.

Of his new opportunity, 18 year old Conor said 'I'm so pleased to be given the chance to come back to DPHA as a full time employee. I really enjoyed my previous spell of working at DPHA during my placement in the Property Services Department. I learned many valuable skills during that time and look forward to starting my apprenticeship so that I can continue to develop my skills and learn as much as I can'.

Conor will receive a combination of employment and training towards completion of an Apprenticeship



in Business Administration. He will have the opportunity to train and learn from our highly experienced and professional staff on the job, gaining practical skills and theoretical knowledge in Business

Administration and Finance. He will be working towards the SVQ level III standards and will receive a clear role description along with an in-house training programme.

Gillian MacAulay

Gillian MacAulay who was employed as a Housing Officer has left the Association after 12 years of service.

During her time with the Association Gillian proved to be a valued colleague who was respected by fellow staff members, committee and with the tenants she assisted. All staff and committee wish Gillian well for the future and thank her for dedication and service to the Association.



Other Staff News

In December we said goodbye to Lisa Kelly who worked as a Nightshift Caretaker in the Sheltered Housing complexes. We wish Lisa all the best in her new job.

Newly recruited to DOSCG are Simone Wallace and Donna Scanlon as Sessional Playworkers and Thomas Bell, as a Nightshift Caretaker in the Sheltered Housing complexes.



LEGIONNAIRES DISEASE

As your housing provider we need to ensure that you are aware of the possible causes and symptoms of Legionnaires' disease so that you can identify any problems easily and report any concerns to us.

What is Legionnaires' disease?

Legionnaire's disease is a potentially fatal form of pneumonia which can affect anyone. It is caused by the inhalation of small droplets of water from contaminated sources containing legionella bacteria.

Where is Legionella found?

All hot and cold water systems in residential properties are a source for legionella bacteria growth. The main areas of risk are where bacteria can multiply and increase to dangerous levels and then spread e.g. in spray from showers and taps, even in dishwashers and washing machine pipes.

Legionella bacteria can breed where water of between 20c and 45c stagnates and where there is sludge, rust and scale present for it to multiply.

Who is most at risk?

Legionnaires' disease commonly affects the elderly or people with chest or lung problems. Not everyone exposed to the bacteria becomes ill. It is not contagious and you cannot contract it from drinking water.

The symptoms of the disease are similar to those of flu and includes

- High temperature
- Fever or chills
- Headache
- Tiredness
- Muscle pain
- Dry cough

There is no need for concern. Legionnaires' disease is easily preventable by following some simple control measures.

What precautions can I take?

The following steps will keep you safe:-

- Flush through showers and taps for 10 minutes after a period of non-use e.g. if you've been away on holiday or if a room is not in regular use.
- Keep all shower heads and taps clean and free from a build-up of lime scale, mould or algae growth (regular bleaching every 3 months will help sterilise and kill any bacteria).
- Keep hot water on your boiler system at a temperature of 60c or greater.
- Report any deposits such as rust or any unusual matter flowing from your water outlets.

ANNUAL GAS SERVICING

The Association as landlord is legally required to carry out annual servicing of all gas appliances. It is responsible for every property. The service must be carried out no more than 12 months from the date of the previous service and the findings of the service must be recorded and retained for two years.

As a responsible landlord DPHA will ensure it meets all of its legal obligations in connection with the gas safety for its properties.

We have established policies and systems in place to make sure we comply with the requirement of the Gas Safety (Installation & Use) Regulations 1994 and other relevant obligations. We ensure the service is delivered in keeping with current best practice.

The Association has also established a contract with an appropriately qualified contractor, who is registered with GAS SAFE, to annually undertake a full safety inspection, servicing and necessary repairs to all of the Association's relevant properties, using the appropriate Approved Codes of Practice (ACOP's).

If you have a gas component in your home such as gas central heating, our contractor will write to you to arrange access to carry out the service, informing you of the date and when the next service is due. You should confirm that the arranged date is suitable or if it is not make contact with the contractor or the Association to arrange an alternative date. That date cannot be beyond the anniversary date of the previous service.

In order to comply with the legislation and to keep its residents safe the Association has a policy in place that results in it reluctantly carrying out 'Forced Access' to carry out the service in the event of a repeated failure to allow access or to make contact with us. This action is taken as a last resort however it can be costly and you will be recharged the full amount.

The legislation was introduced to protect residents of domestic properties and it is in your best interests that you allow our contractor access before the anniversary date to keep your home and family safe.

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 111999

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:
0141 532 3300

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 737 829

Independent
Resource Centre:
0141 951 4040

Dalmuir Library:
0141 952 3532

Dalmuir CE Centre:
0141 531 6300

Western Infirmary:
0141 211 2000

Vale of Leven General:
01389 754 121

Social Work:
01389 737 758

Social Work
out of office hours:
0800 811 505