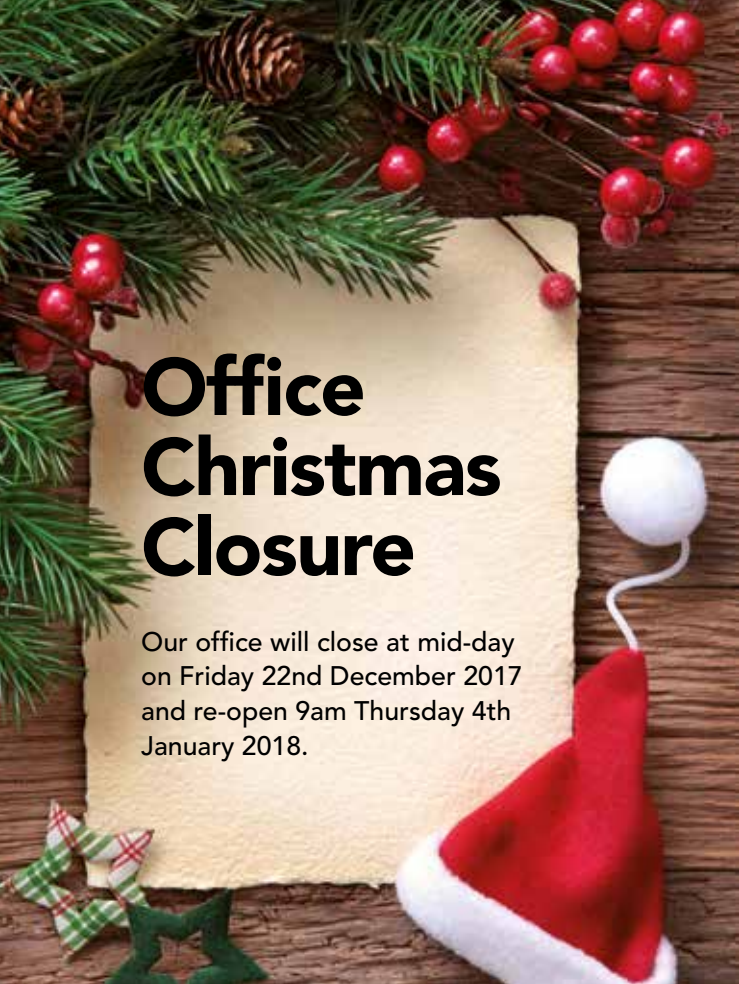


MERRY CHRISTMAS

*and a Prosperous New Year
from Staff and Committee*





Office Christmas Closure

Our office will close at mid-day on Friday 22nd December 2017 and re-open 9am Thursday 4th January 2018.

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 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 Closure –
Emergency Contact Details



If you feel you have an emergency that requires assistance during the 'Festive Closure Period', such as a fire, flood or storm event please call 0845 070 9500.

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.

Your £1 is treated as share capital

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.

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

Home Content Insurance

Home contents insurance offers protection for your possessions if they're stolen or damaged.

Tenants are reminded that damage to any personal possessions will not be covered by DPHA so, while it isn't compulsory, having insurance will give you peace of mind to know you are covered should the worst happen.

With a special scheme arranged and administered by Thistle Tenant Risks, residents can protect their belongings by either calling Thistle Tenant Risk on 0345 450 7286 or visiting their website at www.thistletenants-scotland.co.uk.

Alternatively, application forms are available via the DPHA website at <http://dpha.org>

Home Contents Insurance Peace of mind at an affordable cost

Made for
SCOTLAND'S
TENANTS

All the cover you may need

- No excess to pay
- You don't need to have special door or window locks or an alarm
- Covers theft, water damage, fire, flood and other household risks
- Covers damage to internal decor
- Covers accidental damage to sanitary fixtures such as toilets and washbasins
- Covers accidental damage to fixed glass in doors and windows for which you are responsible
- Covers lost or stolen keys
- Flexible regular pay as you go payment options including fortnightly or monthly cash, monthly direct debit or annually
- Quick and easy to apply for cover using a simple application form or apply over the telephone.
- Cover for extended accidental damage, personal possessions, hearing aids, wheelchairs/mobility scooters and buildings cover for garages, huts or sheds is also available for an additional premium



Exclusions & limits apply. A copy of the policy wording is available on request.

Sound good? Why not find out more by giving us a call on:

0345 450 7286

email: tenantscontents@thistleinsurance.co.uk
or visit www.thistletenants-scotland.co.uk

THISTLE
TENANT RISKS

Thistle Tenant Risks a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority. Lloyd's Broker. Registered in England under No. 00338945 Registered office: 88 Lombard Street London EC3V 9LJ.

Don't Leave Us This Way

ENDING YOUR TENANCY



If you want to end your tenancy with DPHA, you are legally required to give at least 28 days' notice as per section 6 of your Tenancy Agreement. To end your tenancy, you must either advise us in writing or by completing an End of Tenancy Form which is available from the office. The form must be signed by the tenant and joint tenant if applicable. The 28 day notice period will not commence until written notice has been received by the office.

We will then arrange for an inspection to be completed before you leave, during this inspection you may be asked to make good any repairs that are your responsibility. The house should be left clean and tidy and all furniture and belongings removed. If we dispose of any items left within the property you will be recharged for the removal.

Any outstanding rent should be paid in full or a suitable repayment plan arranged with

your housing officer. Outstanding rent can affect any future housing application that you make.

Once you have removed all items and cleaned the property you should hand all sets of keys into the office. When your tenancy started you were given at least 2 full sets of keys so please ensure that these and any additional you may have are returned to the office. Failure to hand in 2 sets of keys will result in a charge for replacement.

Continental Landscapes Ltd

Dalmuir Park Housing Association are happy to introduce our new Ground Maintenance Contractor, Continental Landscapes Ltd. A family business that was started in 1989 to carry out grounds maintenance, has grown to be one of the largest specialist providers for high quality parks, open spaces and streets ground maintenance services. They are unique in the marketplace in that they are

flexible and experienced in carrying out individual one-off projects to city-scale long term projects.

Continental Landscapes are horticulture and street scene specialists. This understanding of the industry from board level to front-line gardener is what sets them apart and allows them to understand their customer's requirements.

About the contract

Our contract with Continental Landscapes commenced in November 2017 for the grounds maintenance of all housing in the Dalmuir, Old Kilpatrick and Mountblow area of Clydebank. This covers the provision of the grounds maintenance service to open housing areas, tenements and sheltered accommodation sites. The Association have drawings of all areas that are being maintained.

The contract has a term of 3 years and 5 months. The full scope of the contract work includes: -

- Grass cutting to all areas on a two-week cycle
- Fortnightly litter picking of hard surfaces

- Maintenance of shrub, rose and flower beds to maintain weed free
- Herbicide application to hard surfaces to control weeds and moss
- Hedge maintenance and hedge cutting
- Annual tree maintenance of all mature trees
- Maintenance of hanging baskets and window boxes
- Power washing bin store areas
- Gritting of un-adopted paths and roadways
- A 24-hour emergency call-out service when required

Continental employ dedicated staff on the contract through the summer. The contract is being operated, managed and supervised from the main depot in Livingston.

This contract requires close liaison with the contractor and the clerk of works and we achieve this through monthly progress meetings. If you have concerns, contact DPHA as we are always happy to help.

You can view the schedules of work for your area on Continental's website at:

<http://continental-landscapes.co.uk/websites/livingston/dalmuir-park-housing-association>



Continental Landscapes Staff

Pilot Project

Residents of 346 Dumbarton Road approached the Association with an idea to enhance their backcourt area. The residents prepared designs that were passed to a landscape architect who, presented the plans to contractors to achieve costs. With full

consultation with the tenants involved, the initial plans were revised so they were more affordable.

The Association applied successfully for funding from the Big Lottery Fund, which went towards the costs.

The Next Step

The next phase of the project will take place at 398 & 404 Dumbarton Road. Consultation will take place with all residents following completion of the first project.

Future Projects

The Shaftesbury Street complex have been identified for upgraded in 2018-19. The Association are looking at various options to assist fund this and future projects.

We will keep all tenants and residents up-to-date with these projects through our magazine.



Have you thought of becoming a Housing Association Committee Member?

Dalmuir Park Housing Association provide affordable rented housing for a wide range of people who need it. Community based we provide additional services to support local people such as an out of hours child care facility, sheltered housing and community activities. We provide help with benefits and fuel / heating advice. The staff at DPHA are paid professionals but, we are run by voluntary committee members who live in the local area.

What are the benefits of serving on a committee?

- Gain confidence, build a sense of achievement, improve your self-esteem and have a new sense of purpose.
- Develop your understanding, skills and knowledge, add to your CV, and potentially open new career paths.
- Be involved in a stimulating and mutually supportive environment where your views are heard.

- Meet new people, develop friendships, and socialise with others with a shared commitment.
- Attend social & networking events, as well as training courses, to build up your skills.
- Become a part of one the most important and effective movements for physical and social improvement that has happened in Scotland over the last 40 years.
- Get personal satisfaction from giving something back to the local community whilst making a real difference.
- Broaden your horizons and have fun along the way!

What are the benefits for the association and the wider community?

- You'll help to raise awareness of the Association 's work both within the local community and beyond.

- The time and energy you commit to the Association will directly contribute to its work in improving the quality of life for tenants and the wider community.
- You can help to ensure good quality housing and services.
- As a voluntary committee member, you'll join hundreds of local people and other volunteers who play such a crucial role in taking forward the work of community controlled housing associations in Scotland.

INTERESTED?

Please contact Lesley Gillespie, Corporate Services Officer at Beardmore House, telephone number 0141 952 2447 or email admin@dpha.org.uk to find out more about joining our Management Committee.

Bag it with 'The Bite' #3

For a third year and 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 Dalmuir 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 5TH FEBRUARY 2018.

Arthur Strachan, proprietor of 'The Bite' said, 'This is an excellent project which 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 via the Associations Twitter site with pictures in our next magazine.



Love Is All Around for Ross

Stewart Street resident Ross Parker took advantage of an impromptu meeting with Wet Wet Wet drummer Tommy Cunningham.

Whilst walking through Duntocher, Ross managed to bag himself a 'selfie' with the drummer and local publican. Ross said, 'he was a top bloke and very friendly'.



It's NOT included in the job

The Association's staff should be able to come to work without fear of violence, abuse or harassment from customers, tenants and service users.

In most cases our customers will be appreciative, but a minority of people are abusive or violent towards staff. Dalmuir Park Housing Association has a 'zero tolerance' towards violence,

ZERO TOLERANCE

aggression and unacceptable behaviour directed towards its employees or property.

The Association is delivering a

clear message to all that violence and aggression of any kind towards any of its employees will not be tolerated and Individuals behaving violently towards staff will be reported to the police.

The above is in reference to DPHA's Health and Safety Control Manual, July 2017, Section 3.5, Staff Safety and Violence.

Never miss your Rent Payment EVER again!!

The easiest way to pay your rent is by direct debit. This method of payment avoids having to remember each month to make payment. You choose the frequency; weekly, fortnightly, four weekly or monthly. One call to us and we can attend to all.

If for any reason you are unable to set up a direct debit, why not sit back in the comfort of your own home and pay via the new Allpay App. If you have a smart phone or tablet it takes a couple of minutes to set up and on-going just a



couple of seconds to make a payment. It is a simplistic way of making paying and there is now no reason why your rent payment should be missed.

UC Universal Credit

Universal Credit is now a Freephone number

You will no longer be charged for calling the Universal Credit helpline, the government has announced, following huge criticism from MPs and campaigners. As of 29 November 2017 the telephone number charged at a premium rate of up to 55p per minute from a landline has now been made a free call number.

For Universal Credit Live Service you should now call 0800 328 9344

And for Universal Sanctions call 0800 328 9744

For text phone call 0800 328 1344

Sheltered News

HALLOWEEN



Shaftesbury Street Tenants

Our Sheltered Complexes held an afternoon tea & Halloween quiz, with prizes for the best dressed costume and for the highest and lowest quiz scores. An afternoon of fun and laughter followed with tenant's 'dookin' for apples. After the quiz tenants were treated to afternoon tea with sandwiches, cakes and treats



Nairn Street Tenants

Theatre Trips

Our sheltered housing tenants had a trip to the theatre to see a show of their choice. Tenants from Shaftesbury Street choose an afternoon of Jukebox Memories starring Christian, Dean Park and Chris Sougal & the Swingcats. The show featured iconic performers such as Barry Manilow, Andy Williams, Neil Sedaka, Patsy Cline and many more. All the tenants thoroughly enjoyed the show and are looking forward to the next one in April 2018.



Nairn Street tenants choose to see one of Scotland's most successful singers, Sydney Devine at the Pavillion Theatre.

Clothes Party

In November both Sheltered Housing Complexes held a Clothes Party. The clothes were brought to each of the complexes by Rachel of The Clothing Company. Tenants came along and browsed and were able to buy at their leisure. Tea & coffee with sandwiches was provided.



FORTHCOMING EVENTS:

Scottish Celebration

Both complexes are holding a Scottish celebration light lunch for St Andrew's Day. Lunch will be followed by entertainment by Chas. Cunningham. Look out for the pictures in the next edition of the newsletter.



Christmas Shopping

In December our Sheltered Housing tenants will have the chance to do some of their Christmas Shopping with a trip to Braehead Shopping Centre. Transport will be provided by the complex funds.



Christmas Parties

The Sheltered Housing complexes are holding their annual Christmas Parties on the afternoon of Friday 22nd December. A light finger buffet and refreshments will be served followed by some festive fun!



Halloween at DOSCG



The children at DOSCG enjoyed their annual Halloween party. The children had a fun filled time playing party games and eating lots of party food.



Christmas Closure

DOSCG closes on Friday 22nd December and will re-open on Thursday 4th January 2018.

A play scheme will operate on the 4th and 5th of January.

Children return to school on Monday 8th January 2018.



FORTHCOMING DOSCG EVENTS:

On the 22nd December, the children from DOSCG will be helping shoppers by bag packing

DOSCG will be bringing some early Christmas cheer by carole singing at for residents and visitors at Nairn Street and Shaftsbury Street on the 22nd of November.



STAFF NEWS • STAFF NEWS • STAFF NEWS • STAFF NEWS • STAFF NEWS

Lucy's Winter Newsletter Article

I have been introduced to my new support worker Helen, who will be taking over from Sheena who is retiring as of Tuesday 12th December. I have worked with Sheena for nearly four years and it has been a pleasure working with her. I hope she will not be a stranger to Dalmuir Park Housing Association.

Helen will be shadowing Sheena for a few weeks prior to her retirement. I am looking forward to getting to know Helen and explaining my role within the office. I made the favours that were issued to the attendees at the AGM, making sure they were filled with toffees and chocolates. I am looking forward to the Christmas and New Year holidays, seeing family and friends and exchanging gifts. I would like to wish all of my colleagues and residents a Merry Christmas and the very best for the New Year.



Save Energy and Money this Winter

Home Energy Scotland, a Scottish Government funded service that provides free, impartial advice to help householders, save energy and reduce their gas and electricity bills.

With colder temperatures fast approaching, we thought we'd highlight some useful information to help you stay in control of your energy bills, and invite you to benefit from Home Energy Scotland's support, in part by considering to pledge to look for a cheaper energy supply.

Be an energy shopper

Switching energy supplier is one of the quickest

and easiest ways to save money on your bills. You could save up to £200 a year just by shopping around. Home Energy Scotland has teamed up with Citrus, a social enterprise organisation that specialises in helping people switch energy supplier and which has access to all the market offers.

Don't miss out

Switching suppliers hit a six-year high last year as more households shopped around for a better deal. 7.7 million gas or electricity switches took place in 2016, according to recent data from Ofgem. This is 1.7 million more switches

than the previous year, a surge of 28%.

This said, despite rising switching rates, and the fact that it's never been easier to change supplier, around two-thirds of customers still remain on standard variable tariff, meaning lost savings.

So, your local Home Energy Scotland team is very keen to help you, friends and family avoid lost savings on energy bills, and invites you to get in touch. Simply call Home Energy Scotland free on 0808 808 2282 or email adviceteam@sc.homeenergyscotland.org

HOME ENERGY SCOTLAND



sc.homeenergyscotland.org and an advisor will call you back.

Savings made are better off in your pocket!

Top Energy Saving Tips from Home Energy Scotland

At this time of the year, heating systems start to be put to the test, so now is a great time to make sure you are set up so as to get the most out of your system.

When it comes to managing your energy bills, heating and hot water typically account for the biggest proportion of the bill, so it's important to understand your current heating system.

Equally, long, dark, winter nights

setting means that many of us have our lights on longer, and with Christmas approaching too, many of us will be starting to put up festive lights - pretty and cosy, yes, but they use electricity and cost money too!

Home Energy Scotland advisors have put their heads together and come up with some top tips to help you stay cosy and save money this winter.

Home Energy Scotland is here to help

Home Energy Scotland's advice network is open Monday – Friday, 8am–8pm and Saturday between 9am – 5pm. To find out how Home Energy Scotland can help you, call free on 0808 808 2282 and quote SC_HA_Autumn_17 or email adviceteam@sc.homeenergyscotland.org and one of our friendly advisor will call you back.

Festive Period Bin Uplift

West Dunbartonshire Council Cleansing Department have informed the Association of the alteration to bin uplifts through the Festive Period. This information should also have been applied to the bins on the usual 'sticker format'.

Monday 25th December Uplifts – will now be on Saturday 23rd December

Tuesday 26th December Uplifts – will now be on Sunday 24th December

Monday 1st January Uplifts – will now be on Saturday 30th December

Tuesday 2nd January Uplifts – will now be on Sunday 31st December





NEW YORKER DINERS Community Meal

2nd & 4th Wednesday of EVERY month 6pm-8pm

The New Yorker Diners (NYD) are a Community Meals project based in Yoker Parish Church. The project received set up costs and first year running costs from The Scottish Government Fair Food Fund, totaling £31,750 in December 2016, and held its first meal in January 2017.

NYD's main aim is to develop the delivery of a more dignified response to

food and social poverty.

The group run Community Meals on 2nd & 4th Wednesday of EVERY month between 6pm & 8pm and everyone is welcome. They provide a FREE three course meal in an enjoyable social setting and are supported by a proactive steering group comprised of key people within the community.

For further details please call Linda Maguire, Development Worker on 07809 116623.

MENU



STARTERS

Homemade Veg broth soup & bread (V)

Black pudding, poached egg & bacon bits served with rocket leaves.

MAIN MEALS

Chicken balmoral (chicken stuffed with haggis) served with mash potato, veg & peppercorn sauce.

Fish & homemade chips served with mushy peas

Vegetarian haggis served with mash & veg.

DESSERTS

shortbread based banoffee pie

Homemade rice pudding with optional fruit cocktail.

MENU



Starter -

Vichyssoise (Leek and Potato Soup)

Mains -

Boeuf Bourguignonne avec
Puree de Pommes de Terre et Celeri Rave
(Beef Stew and Potato and Celeriac Mash)

or

Champignons a la Creme
(Mushrooms in Cream Sauce) (V)

Dessert -

Tarte Tatin (Apple Tart)

Christmas Cake Pops

Christmas cake pops made easy. An ordinary shop-bought cake becomes a magical sugar plum fairy treat.

Preparation time: 30 mins to 1 hour

Cooking time: no cooking required

Makes 12

Equipment and preparation: for this recipe you will need 12 round lolly sticks.

Ingredients

- 400g/14oz Christmas cake
- 100g/3½oz dark chocolate
- 100g/3½oz white chocolate
- sprinkles, to decorate

Method

- Break the Christmas cake into pieces then blend in the food processor for a few minutes to turn into crumbs.
- Divide the mix into 12 and shape into balls. Place in the fridge for a couple of hours to firm up.

- Melt the chocolates in separate bowls, over pans of simmering water or in a microwawe.
- Make a hole in each ball with a lolly stick, then dip the end of the stick in the melted chocolate and place back in the hole. Repeat with the other sticks and leave to set for about 30 minutes.
- Re-melt the chocolate if necessary, then, using a teaspoon pour the chocolate over a cake pop, holding it over the bowl. Work quickly to get a smooth finish. Tap the cake pop on the side of the bowl to get rid of the excess chocolate, then stick into a piece of polystyrene or upturned colander while you coat the rest of the pops.
- Once the chocolate has set slightly, but is still sticky, coat in sprinkles then leave to set completely.



Recipe Tips

Use an upturned colander or a polystyrene block to keep your cake pops standing while they set - just make sure your lolly sticks will fit in the colander holes before you start.

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

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