



Dalmuir Park
Housing Association

Magazine

SUMMER 2017

Ruby Anniversary



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Housing Officer Areas

Our Housing Officers cover the following areas:

Margo MacPherson

Adelaide Court
Agamemnon Street
Ailsa Drive
Caledonia Street
258 Dumbarton Road
340-404 Dumbarton Road
427-471 Dumbarton Road
561-696 Dumbarton Road
Glebe Court
Iona Crescent
Nairn Street
Nairn Place

Old Street
Riddell Street
Scott Street
Shaftesbury Street

Donald MacKay

Burns Street
800-830 Dumbarton Road
Dunn Street
Pattison Street
Stewart Street
Swindon Street
The Crescent

FORTHCOMING OFFICE CLOSURE

Our office will be closed on
Friday 14th July and Monday 17th July

Emergency Call Out

If you require an emergency repair during any of our office closures, 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 during office hours.



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

OUR ANNUAL INVITE TO YOU!!

Our Annual General Meeting (AGM) will be held on Wednesday 6th September 2017 in The Clydebank Cadet Centre, Beardmore Street, Dalmuir. Shareholding members will receive notice two weeks prior to the meeting.

There will be a free crèche and light refreshments will be provided. Posters will also be displayed in closes to remind tenants nearer the time.

If you are interested in finding out about membership or joining the Management Committee, please complete the form on page 2 and return it to us with your £1.00 fee for life membership. Your application will then be considered at the next Committee meeting and, if accepted, you will be issued with a share certificate.

We currently have 11 Management Committee members representing your community, with space for 4 more.

Becoming a shareholder is easy and entitles you to all the following benefits:

- Vote at elections for the Management Committee
- Be nominated for election to the Management Committee
- Nominate other members for election to the Management Committee
- Vote on other matters discussed at the AGM and General Meetings
- Directly influence decisions at DPHA
- Have a say in what services are provided and how DPHA is run

FACTORING – HAVE YOU PAID?

Every owner and sharing owner, together with commercial proprietors, should now be in receipt of their annual factoring invoice for year 2017/18. The Association continued its offer of a 5% Discount to anyone paying their invoice in full by 31st May. Thank you to all who took up this offer!

The facility to PAY BY DIRECT DEBIT over the financial year continues to exist and over 90 owners have taken this option to spread their payments. The Association does not add on any charge for this service and strongly promotes this facility as a form of payment.

The usual methods of payment continue to exist either by Debit Card or via your Allpay Card. Cash is no longer accepted at the office, therefore if you prefer to make cash payments then you should use your Allpay Card at the usual outlets.

In the unfortunate instance where no payment has been forthcoming, or indeed no direct debit arranged, the Association will be left with no option but to instruct legal action. All costs incurred will be passed directly onto you. In extreme cases a Notice of Potential Liability will be registered against your property. This may prevent its future sale.

It should be noted that there is no direct benefit to the Association to instruct legal action other than to recover its outlay. Therefore, please contact us immediately should you have any financial predicament.



Summary of Complaints 2016-2017

Complaints provide valuable information that we use to improve or level of service and customer satisfaction. We therefore welcome all positive and negative feedback on our services.

We received 10 complaints last year; this was 1 less received compared to the previous year.

70% of total complaints received last year were upheld.

We aim to change and improve when you complain:

YOU SAID

You were dissatisfied that you took annual leave and the work was cancelled by our contractor

WE DID

Our contractor assured us that they will try to minimise any cancellations and will be mindful of our tenants making arrangements to be home or taking time off work

	Received	Achieved	Not Upheld	Upheld
Stage 1 Frontline Resolution	9	9	4	5
Stage 2 Investigation Resolution	1	1	1	0
Total	10	10	5	5

Dalmuir from The River Clyde

The Association recently received a fabulous picture taken from the River Clyde. The focal point is the Golden Jubilee Hospital & Conference Hotel with the Erskine Bridge pictured on the left. The Old Kilpatrick Hills provide an awesome backdrop to what we think is a picture of absolute quality.

If you have any pictures of Dalmuir, past or present, that you wish to share with us please email them to admin@dpha.org.uk. As we approach our 40th Anniversary celebrations it would be excellent to obtain pictures from the late 1970's allowing us to incorporate within our celebratory plans.



BLOOMIN' MARVELLOUS YET AGAIN!!!!

Our hanging basket project is one of the most popular in the Associations Wider Role Program. Residents are always pleased to see the baskets being erected on a selection of lampposts throughout the area.

Last year we added several window boxes to the verandas within our Nairn Street complex. As a result of excellent resident feedback this project has again been included within our program.

We hope you enjoy the blooming flowers and foliage over the next few months.



Advertisement from Scottish Gas Network

LOCKING COOKER VALVE

When you care for a vulnerable person, such as someone with Alzheimer's or autism, we understand you need extra safeguarding in place. The locking cooker valve can help a vulnerable person stay safe in their own home.

We will fit a lockable safety device to the existing gas cooker pipework. This service is free of charge.

Upon referral, our engineer will arrange a home visit to fit the device. A carer or relative will need to be present at the visit to agree the valve's position.

The carer can easily turn the valve on and off, enabling the vulnerable person to continue to use their gas cooker safely.

WE NEED YOUR HELP

The locking cooker valve is a simple solution, which helps vulnerable people retain their independence while keeping them safe at home.

When the valve is locked, the cooker can't be unintentionally turned on or left on when the carer or relative is out of the room.

With your help, we can provide a locking cooker valve to vulnerable people across the UK.

If you are a carer or health service provider and know someone who could benefit from this free service, please contact us.

Telephone - 0800 975 1818

Email - locking.valve@sgn.co.uk

Web - sgn.co.uk

We manage the network that distributes natural and green gas to over 5.9 million homes and businesses across South of England and Scotland. Whoever your supplier is, our pipes deliver gas safely, reliably and efficiently to every one of our customers. It's your gas in our network.

This simple safety device will help our vulnerable customers retain their independence and provide reassurance to family, friends and carers.



Pupil of The Year 2016-17



Sophie Biggins, Murray Craig & Leah Mack with their awards

LUCKY 7 FOR P7'S

The Pupil of The Year Awards concluded its SEVENTH year with our annual presentation at Our Lady of Loretto Primary in early June.

In 2011, the Association formed a Community Partnership with the Golden Jubilee Conference Hotel, adding the event to its Wider Role program. Seven years on and with the continued support from the hotel, the event continues to go from strength to strength.

Our three neighbouring schools, Clydemuir, St Stephen's and Our Lady of Loretto all participate by submitting their monthly winners throughout the school term. Each monthly winner was presented with a high-street gift voucher and the three overall winners, one from each school, with a glass crystal engraved trophy.

In addition to their award, each

winner received an invite from the Golden Jubilee Conference Hotel for themselves and family members to attend a 'red carpet' awards evening held in the hotel on Tuesday 13th June. A good night was had by all, with representatives from the hotel and the Association making short speeches on the events success over the years.

The Association Chairperson, John Gilleece said 'the Pupil of The Year Awards is a fabulous event run through the school term. Our winners here tonight have shown hard work through, not just this year but every year at their specific schools. I must thank Gary Rice, Golden Jubilee Conference Hotel Manager, for ensuring that the event is supported each year. Next year's event will coincide with the Association's 40th Anniversary and we hope to be able to do something a bit special in celebration'.



Leah and Monthly winners from St Stephen's



Murray and Monthly Winners from Clydemuir



Sophie and Monthly Winners from Our Lady of Loretto

For all the glamour snaps from the awards evening please ensure you pick up a copy of our next magazine, due out in late September.

ALLSORTS Going On in our Estate these days

The Association has been working in partnership with Allsorts Recycling Ltd to clean up our estate. Allsorts specialise in ALLSORTS of waste, unwanted items and general junk. They also provide a rubbish removal service for private, trade, or commercial premises. They uplift everything from single items to full warehouse clearances.

There are no requirements to hire skips or vans to dispose of your unwanted items or rubbish. Allsorts do all the lifting making it easy for you to make a

disposal. The drivers are also equipped to accept card payments at every job making it the most convenient way to book an uplift.

They are fully SEPA registered carriers of waste and supply recycling banks for textiles, small electrical items and books etc.

If you require items uplifted please contact them on 01389 734838 for a quotation or alternatively by e-mail at: info@allsortsrecycling.com



DPHA *Ruby* Anniversary

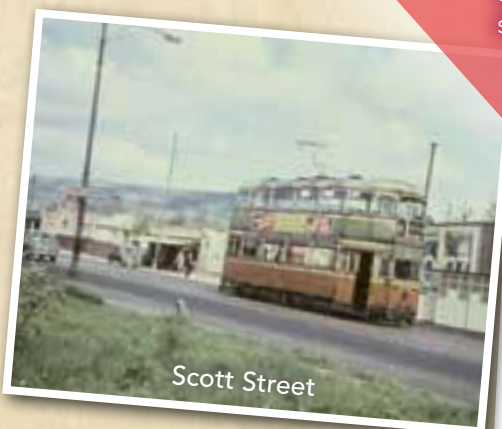


In 1977, local Dalmuir residents formed a Management Committee in response to the poor condition of the 1,000 tenement flats in Dalmuir. A steering group was formed that became more widely known and recognised as Dalmuir Park Housing Association. The Association was registered as a social landlord in February 1978 and were the first Association in Clydebank and one of the earliest created in Scotland.

Over the past 40 years we have invested heavily in local housing together with a wide variety of housing and community development initiatives.

To celebrate this amazing milestone, the Association will be holding various events throughout 2017 and 2018, with the first event scheduled for September 2017. Our staff will keep you informed of our plans via mailshots and our quarterly magazine. Keep your eye out for these coming through your door!

If you have any pictures, interesting or funny stories, particularly relating to Dalmuir in the late 70's please contact us at the office and we will endeavour to include them in our celebratory plans.





MATTERS

Consultation SUCCESS!!!

On Saturday 25th February 2017, the Association consulted with all tenants and owners involved in our investment program for this years Close Painting, Kitchen and Bathroom replacement program.

We are committed to providing our residents with plenty of opportunities to get involved and help shape, influence and improve the services we deliver. We asked all involved to come along to our consultation day to discuss the works planned in their property or common areas.

We would like to express our thanks to over 45 residents who attended the consultation, which we hope everyone found to be beneficial and informative of what

our planned works would entail.

We will provide over £470,000 worth of investment this year throughout our estate. This investment will provide fantastic improvements to your homes and closes bringing them up to modern standards, improve energy efficiency and enhance safety and security for you and your family.

Over the course of the year this will mean: -

- Over 50 new kitchens
- Over 70 new bathrooms
- Close Painting in Burns Street and Pattison Street
- Over 20 new Gas Central Heating Systems

Bathroom upgrades

City Building is the contractor appointed to commence our bathroom replacement program.

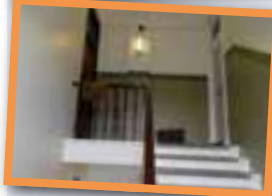
Tenants at the consultation day saw pictures of bathrooms due to be installed and were happy to hear that we are fitting 'over bath' showers and tiles to all areas involved.



OUT WITH THE ELECTRIC IN WITH THE GAS!!

Everwarm attended our consultation day primarily to answer questions any tenant may have on the new heating systems being installed in our Burns Street and Pattison Street properties, currently being converted from electric to gas.

SGN have still to install gas services into four closes in Burns Street. They will require access into these properties to fit the gas pipes and emergency control valve.



CLOSE PAINTING

During the consultation, we provided residents with colour samples allowing them to choose the colour scheme of their close.

J S Harvie have been appointed as the contractor to carry out the painting contract, continuing a long-standing partnership with the Association.



Kitchen Upgrades

Our tenants were delighted to be given the choice of doors worktops and handles and to hear we will be including a cornice and pelmet as part of the specification. Should you wish to look at kitchen door options we have sample boards in our reception. MCN, a well-established company for 10 years, are the chosen contractor to commence our kitchen contract.

Each kitchen will be fitted over a three-day period...



- Day 1 - The kitchen is rewired
- Day 2 - The units are fitted
- Day 3 - The completed kitchen

DO YOU REQUIRE OUR SERVICE?

New Term Registration Deadline Friday 28th July
If you wish to enrol your child please call Elaine Kelly on 0141 951 4499
Our office is open Monday to Friday 10am – 6pm

EASTER PLAYSCHEME

During our Easter play scheme, the children went on various day trips. Pictures are from Dalmuir Park, Victoria Park and Leven Grove Park.



EASTER GAMES

The Children decorated their Easter Eggs then had fun with an Egg and Spoon Race. They had a smashing time, no pun intended, before concluding with Pin the Tail on The Bunny.



HEALTH FOOD MENU

Linda McGuire, Community Champion from ASDA came along to DOSCG providing a healthy food and snack menu for the children to try. The menu consisted of fruit and vegetables with some low-fat juices. The children also received an Easter activity pack donated by Asda.



WORLD HERITAGE DAY

In celebration of World Heritage Day, the children visited Glasgow Art Galleries. They participated in some activities and had a chance to try on some armour.



MAKEOVER TIME

Through a donation from a local contractor the group has created an outdoor play area. This has been achieved with the help of the local 'Men's Shed'. It also received a donation of paint and plans to decorate the link corridor over the summer months.



SUMMERLEE TRIP HAS THE



On our journey, back from Summerlee, the children noticed a couple of familiar faces who had previously been on ITV's X Factor. Emily Middlemas and Ryan Lawrie happily posed with the children for pictures and signed autographs.



Lights from **The Bite**

We announced in our Spring Magazine that Our Lady of Loretto Primary School were the winners of a £200 Community Grant. The Hungry Bite raise around £100 from the sale of plastic carrier bags each year, which the Scottish Government state must be reinvested into local community good causes. The Association agreed to match fund this amount, therefore £200 was available to the successful applicant.

A few of the children from the school were invited to the shop by proprietor, Arthur Strachan, to collect the cheque which they confirmed will put towards the purchase of stage lighting.



Pictured with the children and Arthur are, David Galloway OLOL Deputy Head Teacher (back row left) and Gary Earl (back row right) from the Association.

Lucy's Summer Newsletter Article

Since I started work at the Association my role has been that of Corporate Services Trainee, two days a week, based in Beardmore House. Through the month of May I have been using my skills to provide admin support at DOSCG. This will be initially one day each week. I am looking forward to a change of scene and learning different aspects of the job which will help me develop new skills.



The next few months will also be very busy as I will be assisting the Association in the planning of events for our 40th Anniversary. These celebrations will begin in September and run over a 12 month period.

Away from work, I recently participated in an Equestrian competition which saw me tackle an assault course whilst on horseback. I also participated in the Dressage event where I came 6th. The event was held at the Wirral, Liverpool. Next stop is the Special Olympics in August, being held in Sheffield.

Lucy

Sheltered News & Update

FISH SUPPER NIGHT

Both complexes held their regular and very popular Fish Supper night in February. Tenants could choose from Fish, Chicken, Sausage and a selection of Puddings, accompanied with bread & butter, tea & coffee.



THE RETURN OF FRANCIE & JOSIE

Tenants from both complexes recently enjoyed a trip down memory lane to see the legendary Francie & Josie in an entertaining variety show in the Pavillion Theatre Glasgow. Feedback was very positive with tenants saying it was a great show that they all enjoyed.



EASTER LUNCH

On Good Friday tenants at both our Sheltered Housing complexes enjoyed an Easter buffet lunch followed by tea, coffee and cakes. All tenants received a chocolate easter egg from their complex.



QUIZ

AFTERNOON

Our Sheltered Housing complexes got together recently to pit their wits against their neighbours and friends in a quiz afternoon held in the common room. Both the winner and runner up received a prize! After the quiz tenants enjoyed afternoon tea with a selection of cakes.

BREAKING NEWS

On Tuesday 30th May Lucy Archer won 1st Place in a Dressage competition in Summerston. Congratulations to Lucy!!!



Tee Time for Ronnie

Ronnie Branks, one of Shaftesbury Street sheltered tenants, was selected to play in the Dalmuir Seniors Pro-Am Golf Tournament on 27th May at Dalmuir Golf Course. Whilst his performance was not known at the point of the magazine going to press we're sure Ronnie enjoyed the experience. Well done Ronnie from everyone at the Association.



Sheltered News & Update

Farewell to Angela

Our longest serving member of Care Staff, Angela Flaherty, who worked at our Nairn Street complex announced to colleagues in February that she was leaving. Angela had decided that it was time to enjoy some quality time with her three grandchildren.

Angela worked as a full-time Warden at Nairn Street for a total of 35 years, initially working at the complex prior to its official opening. This was when Scottish Special owned the houses and the complex was managed by the Social

Work Department, prior to the Association taking ownership in 1995.

Tenants and staff gathered at Nairn Street in April to bid farewell to Angela with a surprise lunch. Angela was presented with an engraved bowl from the Association for her years of service and many gifts from staff and tenants.



A BIG "THANK YOU"

Margaret Dollan, one of our Shaftesbury Street tenants, would like to thank Amanda and her team at WOW and also Gordon at Clydebank Private Taxis for assisting with her recent transport requirements. Margaret had encountered difficulty in getting to and from her various appointments, some of which were on the same day and thanks to Wow and Gordon's help she was able to attend. Margaret and her family really appreciated this assistance making Margaret's life easier and less stressful which in turn benefitted her health. Everyone at the Association would also like to add a big THANK YOU to all those involved!



Blossom is Beautiful

Christine Kirkland, a resident in our Shaftesbury Street Complex, called the Association in early May to express her delight at the 'blossom burst' on the trees outside her home. Given the great weather during the spring season, the blossom was enhanced with the clear blue skies.

If you have any pictures around our estate that brighten up your day please email them to admin@dpha.org.uk and we will endeavour to publish them in our next edition.



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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