



Dalmuir Park  
Housing Association

# Magazine

SPRING 2017

# Hello Spring

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# OFFICE CLOSURE

Our office will be closed for the following holidays:

## Easter closure:

Friday 14th April 2017 and  
Monday 17 April 2017

## May Day closure:

Monday 1st May 2017

## Spring holiday:

Friday 26th May 2017 and  
Monday 29th May 2017

# 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.



# GENEREROUS DONATIONS

Each year the Association organises events for the local community as part of our Community Development Programme. Each year, usually in December, we ask our contractors, consultants and local businesses to make a donation towards assisting running the programme of events. This year support was provided from the following companies:

- Aerial Services Scotland – TV Aerial Installations
- Alarm & Electrical – Electricians
- C.C.G. – Construction & Manufacturing Group
- J Elliot – Window Cleaning
- Ewing Sommerville – Consultancy Service
- Fleming & Reid – Solicitors & Notaries
- MCN (Scotland) Ltd – Kitchen & Bathroom Installation Service for HA's
- Hi-Flow – Gas Engineers, Plumbing, Heating, Joinery & Electrical
- Pestguard Services – Pest Control
- Quantum Telecom – Voice & Data Solutions



# Fly Tipping Update

In our winter newsletter we introduced you to Lee-Ann Carline, DPHA's Estate Management Assistant.

You might have noticed Lee-Ann out and about, assisting tenants in keeping our environment clean and tidy.

We are already beginning to see results and would like to thank tenants who have kept Lee-Ann up to date with any bulk uplifts already organised or reporting items that have been dumped in the area.

Although improvements are apparent there still remains a lot of work to be done. Tenants can call Lee-Ann at the office with information or issues pertaining to the back courts, lanes or the environment in general and she will address the situation as soon as she can.

**BEFORE...**



**& AFTER!**



We are hopeful this good work will help reduce the excessive costs the Association pays for fly tipping.

# First Time Gas

## Burns Street and Pattison Street

We are delighted to advise of the current upgrading of our heating systems from electric storage heating to gas central heating in Burns Street and Pattison Street. This requires a new gas pipe being installed in the streets and to the outside of the building. Access will be needed to fit an emergency gas valve in your property in due course.

We will be fitting 'A' rated combination boilers to all of these properties. A carbon monoxide detector will be fitted beside each boiler as an extra safety feature.

Everwarm are the chosen contractor and will contact tenants to carry out

a survey and pick locations for your radiators and boiler. They will require you to sign up to a gas supplier as this helps with an efficient gas meter installation. If you decide to change gas supplier, you can do so after one month.

We will require access to your property on an annual basis to carry out a gas safety check and service your boiler. This is a legal requirement for all tenants with gas in their property, to ensure your boiler is running safely and efficiently and identify repairs required to your gas central heating system. Everwarm will maintain the system for the first year then Hi-Flow thereafter.

## Heating upgrades at The Crescent

We are still in consultation with our preferred suppliers to try and establish the best way forward and come up with an efficient way to heat these properties. Options being considered include Bio Mass heating system, gas or upgrading to more efficient electric source of heating. We will keep you up to date on developments.



# HOW TO SAVE MONEY ON...

## ...HEATING

Stay warm, cut costs. Turning your thermostat down by 1°C can save you as much as £60 per year.



Also, keeping your heating on constantly on a low heat could potentially save you more money than switching it on and off for big blasts of heat. This is where getting to know and understand the timer settings on your thermostat will really pay off.

Get cosy. Wearing more jumpers, socks and slippers around the house, and putting an extra blanket on the bed means you won't be tempted to turn the heating up.

## ...COOKING

Save time and stock up. If you're going to use the oven, bake a few meals at a time to get the most out of having your oven on. After all, ovens don't allow us to heat one shelf at a time so why waste your heat?



Heat your home with cooking. Leave the oven door open after cooking to let the heat warm your kitchen. The oven might give off enough heat for you to adjust your thermostat, a far more efficient use of that stored heat than throwing it out of your home with an extractor fan.

Make things easy for your fridge and freezer. Keeping them full means they don't have to work as hard and therefore they use less energy. Empty space in your fridge or freezer wastes not only space but energy too.

Use the right ring for the right thing. If your cooker has a small ring, use a small pan. You might only be heating up a small meal, and doing so in a big pan wastes a lot of energy. Conversely if you try and heat a large pan on the small ring you're more likely to end up heating for longer than saving any money or energy.

## ...WASHING

Shrink your bills, not your clothes. 90% of a washing machine's energy expenditure is spent on heating the water, so if you wash your clothes at 30-40 °C you're saving significant amounts of money.



Hang up your laundry. Air-dry your laundry rather than tumble drying it, particularly if there's warm or windy weather. What's more nothing smells better than air-dried clothes.

Save yourself ironing time. Take your clothes out of the dryer before they're completely dry - they'll iron much quicker and you'll use less energy on your drier.

## Don't overpay for the energy you're using

Why not compare gas and electric prices with uSwitch or an alternative comparison site, to make sure you're on the cheapest tariff for you. It only takes a few minutes, they will do all the paperwork for you and you could save up to £450.





# Housing and Property Services Performance 1 April 2016 to 31 December 2017

Performance Indicator	Actual performance at 27 December 2016	Target	Comments
Current rent arrears	2.58% of our total rental income	2.3%	While we are over our target figure we envisage meeting our target by the end of March 2017
Rent loss from void properties	0.46% of our total rental income	1%	We are exceeding our target with a decrease in tenancy terminations this year
Average days to re-let	20 days	21 days	Over our target figure however, we want to improve on this target by the end of March 2017
The number of lets to:	DPHA Housing list – 54%	DPHA – 45%	We require better quality referrals from WDC to meet the required targets
	Local Authority referrals – 32%	LA – 45%	
	Internal Transfers – 14%	Transfers – 10%	
Average time to complete an emergency repair	20.6 hours	4 hours	Target achieved
Properties that received a gas safety check record by anniversary date	100%	100%	Target achieved

## TENANT CONSULTATION REGISTER

Tenant participation can take many forms. Tenants and residents can choose to get involved – from becoming a member of the Association, standing for election to our Management Committee, to attending our open days.

We always want to go further and give you the power to challenge us on how we are performing. Whilst we have already established a Tenant Consultation Register, the numbers on the register do not represent all of the areas that we work in and we are looking to increase membership to continue to look at topics that you feel we need to improve on.

The registered members will review and comment on a range of matters such as:

- How we allocate properties.
- How we provide repair and maintenance services.
- How long we take to respond to emergency repairs.
- How we consult with you and a range of topics.
- How we report performance as an organisation on an annual basis.

- How we set our rents in the context of our wider financial commitments.

Ultimately, all of the above leads to improving our overall performance and the standards of service that we provide to you. As a tenant you could help to:

- Act as a voice for other tenants.
- Be tenant led and independent.
- Improve our overall services.

### Want to Help Us?

Contact John Mallon our Housing Manager on 0141 952 2447 or email [John.Mallon@dpha.org.uk](mailto:John.Mallon@dpha.org.uk).

If you want to get involved but don't have the time to come along to meetings; forward to us your email address and we can send out short surveys, questionnaires and copies of policies we are reviewing. You may provide feedback at your leisure.

We look forward to hearing from you.

# Management Committee Recruitment

Are you interested in shaping your local community?

Can you contribute to the future development of your local community?

Dalmuir Park Housing Association was formed in 1977, the first Association in Clydebank and one of the earliest created in Scotland. Local residents formed a Management Committee then in response to the comparatively poor condition of the 1,000 tenement flats in Dalmuir. Over the past 30 years we have invested over £30 million in local housing and a wide variety of housing plus community development initiatives.

We have always believed that housing development goes hand in hand with community and people-centred development. Our more traditional housing, maintenance, finance and administration services are now complemented by our care services including care of the elderly through Sheltered Housing

and childcare through Dalmuir Out of School Care Group.

We are managed by a Management Committee representing the local community and on our 40th Anniversary we are actively looking for new committee members. We currently have eight Management Committee members representing your community.

All of our Committee Members are voluntary. They meet two or three times a month to oversee the Association's business. This can vary from receiving reports on rent arrears and anti-social behavior to monitoring and approving accounts, agreeing policy and generally deciding on the best way to help improve Dalmuir and the local community.

Our current Committee Members are:

- John Gilleece – Chair
- Jim Hutchison – Vice Chair
- Seonaid McDonald – Secretary
- Marion Birnie – Treasurer
- Anne Meikle
- Jim Laverty
- Isobel Gill
- Graham Parton
- Cllr. Gail Casey

But, with room for seven more, we are looking for new Committee Members. Members are usually formally elected at the Annual General Meeting, however you can join the Committee anytime throughout the year and anyone wishing to join our Committee would receive an induction and ongoing training.

## INTERESTED?

Please contact Lesley Gillespie, Corporate Services Officer at Beardmore House (0141 952 2447 - selecting option 6) to find out more about joining our Management Committee.

## Housing Officer Areas

These are the two areas our Housing Officers cover:

### 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

# missing people

Missing People is a charity that helps find people who have disappeared and supports their families. People disappear for many reasons, including relationship breakdown, dementia and mental health issues.

More than 250,000 people go missing in the UK every year. Approximately 140,000 are children and young people. Thankfully, 76% of these people are found within 48 hours and 99% within 1 year, but that still means that some 2,500 people disappear each year without trace.

## So what are just some of the ways Missing People can help?

### The Helpline

People who have gone missing and their families can get free, confidential support, help and advice 24/7 by phone, text and email on Missing People's helpline. The highly-trained staff are available around the clock to help keep missing people safe, talk through their options and get messages to their families.

To contact Missing People's free helpline call or text 116 000 or email 116000@missingpeople.org.uk.

### Child Rescue Alert

When a child goes missing and their life is believed to be at risk, the first 24 hours are vital. The police will pass important information to Missing People who will then send an alert to everyone registered in that area. This may include descriptions of the child and in the case of abduction, the suspect or any car used. The more people who receive the alert, the more likely the child will be found safe and well.

If you do see anything you need only

contact the police on the special hotline number issued in the alert

### Why not register?

The charity will NOT ask for money and you will NOT receive alerts which are not relevant to your area.

To sign up for Child Rescue Alert, visit [www.childrescuealert.org.uk](http://www.childrescuealert.org.uk). To find out more about Missing People and the latest volunteering opportunities, visit [www.missingpeople.org.uk](http://www.missingpeople.org.uk).

## 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 .....

.....

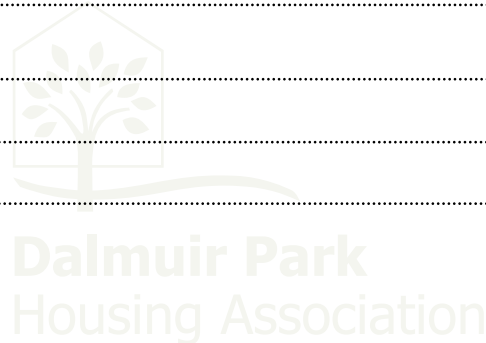
.....

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





## Easter and May holidays - Closure

### Easter Holiday

We will be closed on Friday  
14th April and Monday 17th  
April 2017

A Play Scheme will operate  
on 3rd April to 13th April  
from 7.45am until 6pm

### May Day Holiday

We will also be closed  
Monday 1st May 2017

# Christmas 2016

At this year's christmas party the children enjoyed party games, won prizes and also had a dance off. The children had lots of lovely party food and Asda donated selection packs which the children really appreciated. ASDA also donated a large christmas tree to the group. The children decorated the tree and it was placed at the front reception area of the Community Centre for all to see.



## THE SNOWMAN

Throughout the christmas period the children made string snowmen using PVA glue to harden the string and using lights in them to make them glow. A few of the parents purchased finished snowmen that made some £££'s for DOSCG funds.



## All Made Up

During the Halloween period one of the children was dressed as a zombie and had asked if we could do her make up. The end result was spook-tacular!



# Service Availability

At present there are still places available in our service. The current primary schools have the following places available:

	Our Lady of Loretto Primary School		Clydemuir Primary School		St Stephen's Primary School	
	am places	pm places	am places	pm places	am places	pm places
Monday	2	None	2	2	4	3
Tuesday	None	6	3	None	1	2
Wednesday	1	3	4	1	None	1
Thursday	None	None	1	2	2	None
Friday	None	6	1	3	3	None

Contact Elaine Kelly for further details: 0141-951-4499 or e-mail [doscg@dpha.org.uk](mailto:doscg@dpha.org.uk)



# ANTI SOCIAL BEHAVIOUR

## Who are Anti-Social Behaviour Officers?

Anti-Social Behaviour Officers are a team of uniformed response officers who patrol West Dunbartonshire, taking enforcement action against anti-social individuals.

## How will I Recognise Them?

They are distinctive in their uniforms of white shirt, council tie and have a hat with blue and green chequered band. They also wear blue jackets with the council logo on the chest. They have identity badges which they will show on request.

## What Do They Do?

They will attend complaints of anti-social behaviour and noise nuisance passed to them by the police.

Their other duties include taking enforcement action in relation to litter, dog fouling and fly tipping.

## What Powers Do They Have?

They can issue a householder £100 Fixed Penalty Ticket, if they do not modify the noise coming from the property. They also have the power to seize noise making equipment. They can also issue Fixed Penalty Tickets to anyone they find fly tipping, dropping litter (including cigarette ends) and allowing their dog to foul in public places.

## What Hours Do They Work?

ASB officers operate between 8pm and 4am seven days a week.

## How Do I Contact Them?

If you have a complaint about a noisy neighbour you should report this to the police. The police will then pass the call to the ASB officers, who will contact you by telephone. Anti-Social Behaviour Helpline – 01389 772048

The ASB Officers, along with our other Community Safety and Anti-Social Behaviour Services can be contacted on our ASB Helpline, 01389 772048.

## Useful Telephone Numbers

Clydebank Police - 0141 532 3300

Dumbarton Police - 01389 822000

Public Reassurance Team - 01389 772207

Early Intervention Team - 01389 772201

ASIST - 01389 772048

Neighbourhood Mediation Service -  
01389 772051

Litter Management and Graffiti Removal -  
01389 772059

Community Safety Partnership  
01389 772127



# Bag it with 'The Bite'

Our Lady of Loretto primary school pupils were 'Dancing in the Streets of Dalmuir' recently after being made aware that they had won a £200 community grant.

The Association established a Community Partnership with local fast food and grocery store, The Hungry Bite in 2015. From their sale of plastic bags, £100 is generated each year which the Scottish Government state must be reinvested into local community good causes. Matched by the Association's £100, local groups were invited to apply with their own ideas as to how they would spend the grant.

Each year the school hire lighting equipment for their end-of-term school show. Having the grant funding will now allow them to purchase lights outright and use them all year round, including show rehearsals.

Arthur Strachan, proprietor of The Hungry Bite said, 'for many years I have contributed to community projects. I was informed of this project when I took over the shop in January 2016 and was more than delighted to continue supporting'.

As the bible states...."Let there be light" .....

## Staff News

### Food Bank Contribution

Prior to christmas, staff at the Association donated food parcels and toiletries to West Dunbartonshire Community Foodshare. The project assists all those affected by poverty in our local community of West Dunbartonshire. Clair Coyle, pictured far right received the gifts from Finance and Corporate Services staff, Conor Fox, Carla Cameron and Pauline McDaid.



## Lucy's Spring News

I am enjoying being back in a routine after my festive break. I have finished scanning all the old housing application forms – it was a mammoth task. Now I am bringing the Corporate Services team into the 21st century by transferring records to digital files.

Details are being finalised for me starting work within the Sheltered Housing Complex. I'm always keen to meet new people, though at times can find it quite overwhelming, however, I feel the experience and development of my skills within the workplace will make it worthwhile.

Another exciting experience I am looking forward to this year is participating in the Special Olympics in Sheffield in August. I will be competing in the Equestrian event and hope to bring home a medal or rosette.

This year marks my fifth anniversary at Dalmuir Park Housing Association. Doesn't time fly when you are working hard!



## Staff News

Due to personal circumstances two of our Management Committee have resigned. All the Staff and Committee wish our Chairperson, Christine Bradley and Alison Quinn our Treasurer, all the best for the future and thank them both for their dedication and service to the Association.

John Gilleece has taken on the role of Chairperson and Marion Birnie has taken on the role of Treasurer.

In addition two new members have joined the Management Committee. Staff and Committee offer a warm welcome to Isobel Gill and Graham Parton and wish them both well in their new roles.



## Tenant's Christmas Party

Scarlet and Sparkles was the order of the day as our Sheltered Housing complexes held their annual Christmas Party in MacIntosh's Lounge. Tenants enjoyed a 4 course meal followed by the singing of Christmas carols from the children from Our Lady of Loretto school.

Further entertainment was provided by female vocalist Roberta Childs. Tenants also enjoyed a game of bingo with cash prizes for the lucky winners!



## Recipe Corner

### Chocolate Easter Nest Cakes

Brilliant to make with children over the holidays, these easy chocolate crispy cakes are a favourite!

**Preparation time - less than 30 mins**

**Cooking time - no cooking required**

**Serves - Makes 12**

#### Ingredients

- 225g/8oz plain chocolate, broken into pieces
- 2 tbsp golden syrup
- 50g/2oz butter
- 75g/3oz cornflakes
- 36 mini chocolate eggs

#### Method

Line a 12-hole fairy cake tin with paper cases.

Melt the chocolate, golden syrup and butter in a bowl set over a pan of gently simmering water, (do not let the base of the bowl touch the water).

Stir the mixture until smooth.

Remove the bowl from the heat and gently stir in the cornflakes until all of the cereal is coated in the chocolate.

Divide the mixture between the paper cases and press 3 chocolate eggs into the centre of each nest.

Chill in the fridge for 1 hour, or until completely set.





# 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](http://www.dpha.org) • Tel 0141 952 2447 • Fax 0141 951 4423

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