



Dalmuir Park
Housing Association

Magazine

SPRING 2018

Hello Spring

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Office Opening Times

We have changed our opening hours!

Our office is open between the hours of 9.00am and 4.45pm and we no longer close at lunchtime.

Staff Training

The office will be closed in the afternoon on the first Wednesday of each month for staff training.



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 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



Condensation

Condensation is simply the moisture caused by everyday living. Moisture is absorbed into the warm atmosphere of your house and when the house cools down, the moisture rests on cool surfaces. Condensation is sometimes confused with rising damp or penetrating damp.

Condensation is often caused by:

- Cooking
- Baths and showers
- Washing and drying clothes
- Portable central heating

Did you know?

- Drying clothes indoors on radiators can produce nine pints of moisture into the air
- Using an unvented tumble dryer can produce four pints of moisture in each load
- Two people at home can breathe three pints of water into the air each day
- Cooking and using a kettle can produce six pints of moisture

What can you do?

Keep kitchen and bathroom doors shut, particularly if you are cooking, washing or bathing.

If you are drying clothes indoors, open a window nearby to allow air to circulate, otherwise condensation will increase – try drying your clothes outside whenever possible.

If you have an extractor fan in your kitchen or bathroom then use them when you are cooking or having a bath or shower. If any of the fans look blocked vacuum the vent, if it is still blocked, please contact DPHA asap.

Vent a tumble dryer to the outside, unless it is a self-condensing type. Allow free air circulation by not placing wardrobes and furniture too close to the walls. Try not to overfill your cupboards and wardrobes to ensure air can circulate freely within them. You can fit ventilators in the doors and leave a space at the back of shelves.

If your heating is off for long periods, the temperature drops, and condensation will form. You will get much less condensation if you keep all rooms in your home warm most of the time. This reduces condensation and will also prevent damp and the likelihood of mould forming. During very cold weather it is better to leave the heating on during the day to maintain an even temperature.

The more moisture you produce in your home, the greater your chances of getting condensation and mould – unless you have adequate ventilation. Ensure that the slot ventilators (if you have them) at the tops of your windows are working and free from any obstruction.

Try not to allow saucepans and kettles to boil any longer than is necessary, and always put the lid on your saucepan.

BY DOING THIS, YOU WILL STOP CONDENSATION FORMING BEFORE IT BECOMES A PROBLEM

What if you have mould?

- To prevent mould, make sure that you control condensation in your home.
- However, if you notice mould growing in your home, you should treat it straight away to stop it from spreading and causing more damage to your home.
- Sterilise the affected area with a suitable fungicidal wash (available from most DIY stores), following the manufacturer's instructions. Keep checking the affected area for at least a week. If mould reappears, wash it down again with the fungicidal wash to make sure the area is thoroughly sterilised.
- If the treatment appears to have been successful, you can carry out any necessary redecoration.
- If mould or mildew is growing on clothing or carpets, you should dry clean them.
- Don't disturb mould by brushing or vacuum cleaning, as you can increase the risk of respiratory problems.

All Change Ahead - Join our new Tenant Panel and have your say

We wrote to you in December last year to tell you that the housing association had been moved into high engagement with the Scottish Housing Regulator due to serious failings in governance and leadership. As a result, 6 appointees were placed on our Management Committee and a Statutory Manager (Mags Lightbody) was appointed to work with the Committee and staff team to address the issues. Lots of change has happened already. Since December, four members of the Management Committee have stood down. You can read more on this in the article on page 6. The former Director retired in March 2018 and Catherine Lowe is our current Interim Director who will lead the organisation over the coming period.

We have a lot of changes planned to improve our governance and we will be looking to recruit new

Committee members soon (watch this space). We are also about to start an options appraisal that will look at the best shape of Dalmuir Park Housing Association for the future to do the most for our tenants and other service users. This will look at whether we should stay a local independent housing association or whether we would be able to do better and more for you if we joined up with another housing association. This will be one of the biggest decisions that we will make, and we want our tenants to be at the heart of any change. We currently don't have an active tenant group in our area, so we want to set up a new Tenant Panel that we can work with to help us shape all that we do going forward. The first big task will be for the Panel to tell us what they think on the options for the future - stay independent or join up with someone and what each option could mean. The first meeting of

the new Tenant Panel is planned for Wednesday 2nd May 2018 at 7pm in our office at 631 Dumbarton Road. Mags Lightbody, our Statutory Manager will be along to this first meeting to talk to the Panel about the options appraisal and to hear what you think.

Don't worry about there being lots of paperwork. We will do all the support to the meeting and the sessions will be informal over some refreshments and a chance for us to talk and listen to what you think. **Why don't you come and have your say?**

If you would like to be involved and join us at the first meeting please either email, Pauline McDaid, Corporate Services Assistant or Lesley Gillespie, Corporate Services Officer or telephone on 0141 952 2447 (option 3) to have a chat.

We look forward to working with you all.

Investing in Your Homes

During the next 12 months we will continue to invest in our housing stock to improve our homes to meet tenants' expectations. We will continue to focus this year on what you have told us is important. This will include:

- renewing a further 56 kitchens
- upgrading a further 96 bathrooms
- renewing 40 heating systems
- common area and external painting work to 30 closes (details below)

- stonework repairs at Stewart Street
- improving the local environments by reviewing the work carried out by our grounds maintenance contractor

We will be notifying households affected by this work shortly and holding calculation events, so you can see the type of kitchens and bathrooms we install. You will also be able to make colour choices for kitchen units and common close painting.

External painting at 30 closes

- 11, 13, 15, 17, 19, & 21 Dunn Street
- 8 & 10 Swindon Street
- 3, 5, 9, 10, 11, 12, 13, 14 & 15 Stewart Street
- 688, 690, 692, 696, 698, 800, 802 & 804 Dumbarton Road
- 3, 7 & 9 Pattison Street.
- 4, 6, 8, 10 & 12 Burns Street

Rent Review 2018/19

We recently consulted with you to ask your views on options for the planned rent increase for the coming year.

Our most recent results for this year show 89% of tenants are satisfied that the rent for their property represents good value for money.

We received 81 responses to our consultation letter which equates to a 12.62% return rate. This is the highest return rate the Association has experienced in a long time. From the 81 responses:

- 62 (77%) preferred the 3% increase
- 12 (15%) preferred the 4% increase
- 7 (9%) preferred the 5% increase.

Our Management Committee met in February to carefully consider the responses mindful

of the current financial situation facing many of our tenants set against the financial needs of the Association in terms of maintaining high levels of service delivery and improvements to your homes. They agreed to increase the rent by 3%. Tenants affected by the increase were lettered and the increase will come into effect on 28 March 2018.

A 3% increase will mean that average rents would go up by £1.78 per week for 2 apts, £1.99 for 3 apts, £2.29 for 4 apts, £2.54 for 5apts & £3.44 for 6apts.

Increasing rents by 3% allows us to deliver the high-quality service you enjoy today and to continue our planned programme of improvement works in your homes which for 2018/19 will allow us to spend £435,000 on an estimated:

- 57 new kitchens
- 94 new bathrooms

- 24 gas central heating boilers

In addition to the planned work on our homes we will continue to spend £190,000 to carry out cyclical works including:

- Gutter cleaning
- Gas boiler servicing
- Water Tank Cleaning/Legionella
- External and close painting
- Major guttering replacements



Service Charges 2018/19

The Association have undertaken a thorough analysis of service charge expenditure, based on the previous year's costs plus a 10% administration charge. While reviewing our service charges for 2018/19 we have simplified the categories and the table below details the service charges that will be applied to relevant accounts from 28 March 2018. For many of our customers this will represent a reduction in charges. Our Management Committee have now approved the service charges below.

Service	Current	2018-19
TV Aerial Maintenance	£2.12	£0.45
Door Entry Systems	£1.93	£1.32
Communal Fans	£4.00	£4.08
Estate Caretaker	£7.58	*
Open Space Maintenance	£11.69	*
*Grounds Maintenance		£9.53
This will replace the above two separate charges with the introduction of the new grounds maintenance contract.		
Stair cleaning	£13.77	£16.79
Estate Lighting	£3.18	£4.18

Housing Support Service Charge 2018 / 2019

The Housing Support Service provided within the sheltered housing complexes will increase by 3% which will bring the cost per month to £159.79.

We hope these new charges will, in the main be welcomed by service users.

Our New Management Committee

The former chairperson John Gilleece resigned from the Committee in December 2017. Marion Birnie our former Vice Chair and Anne Meikle, both long standing Committee members also decided to stand down from the Committee in March 2018 after an incredible 27 and 40 years of service respectively. We thank them both for their years of dedicated service to Dalmuir Park and wish them well for the future. Erin Cadden one of our newer Committee members also recently stood down for personal reasons and we also wish her well.

With our current elected Committee

members and the appointees who joined in December through to June 2018, we now have a very strong and skilled Management Committee to confidently lead the Association through the changes ahead, supported by our professional and dedicated staff team.

Currently, the Committee is eleven in number as follows:

Members

Craig Edward (Vice Chair)
Isobel Gill
Seonaid McDonald
Frank Logan
Graham Parton

SHR Appointees

Gordon Laurie (Chair)
Patricia Gallagher
Jack Marshall
Jason MacGilp
Bob McDougall
Audrey Simpson
(The Interim Director performs the role of Secretary)

We plan to begin a recruitment campaign to add to the Management Committee once we conclude the options appraisal in June 2018. If you want to hear more about joining the Committee, please call 0141 952 2447 or email admin@dpha.org.uk.



Our Management Committee would like to welcome Gordon Laurie as the new Chairperson of the Association.

Having retired in March 2016, Gordon brings a wealth of experience achieved through 35 years in the housing sector, including 17 years as Director of Sanctuary Scotland Housing Association. He has extensive knowledge of the housing sector and housing operations in Scotland along with significant management experience and a strong understanding of regulatory and governance requirements. He is committed to ensuring that tenants and service users receive the highest possible standards of service. Gordon also has a degree in economics from the

University of Stirling and is a Fellow of the Chartered Institute of Housing.

Gordon now undertakes occasional work as a Lay Representative for NHS Education for Scotland and has also recently been appointed as an Ordinary Member of the First-tier Tribunal (Housing and Property Chamber). Gordon also serves on the Board of Trust Housing Association and the Management Committee of Linthouse Housing Association where he currently chairs the Audit and Risk Sub Committee.

Gordon looks forward to working with the Management Committee to assist with recent challenges, continuing to support the excellent service to tenants.

Rechargeable Repairs

Our Tenants' Handbook and website advise you that most repairs within your home are DPHA's responsibility.

Occasionally, there will be repairs required to your home that are your responsibility. Chargeable repairs include faulty electrical appliances, flooding due to leaks from washing machines, lost keys resulting in forced entry, etc.

If the Association carries out a repair, the cost of the work will be invoiced to you. Please be mindful that repairs which are the result of emergency call-outs and have to be attended to in the evening or the weekends can be very expensive. If a repair can be left until the first available working day, then your costs will be considerably less.

If you are in any doubt of what repairs are your responsibility and what charges can occur, please contact your Housing Officer or a member of our Maintenance Team where a member of staff will be happy to assist.

Christmas Pantomime

As part of our 40th Anniversary Celebrations the Association sponsored the Golden Jubilee Hotel Christmas Pantomime held on Friday 22nd December. 175 people were in attendance of which 50 tickets were distributed through our tenants and their families. Everyone enjoyed a mince pie, a glass of mulled wine or fruit punch and the kids received a selection box.

It was a nice event to be involved with and as you can see with the pictures everyone appeared to have a great afternoon.



Annual Factoring Update

It is very encouraging that most of our owners have now taken advantage of the direct debit facility to pay their factoring costs. This allows the Association to monitor payments coming into your account and assists us in keeping administration costs to an absolute minimum. It also prevents payments 'slipping your mind'.

All invoices due relating to the previous financial year (2017/2018), **INCLUDING COMMON CHARGES**, should now be paid in full. If you have not already done so, please arrange to pay these immediately. Failure to pay your factoring invoices 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.

PLEASE NOTE THAT COMMON CHARGES ARE NOT INCORPORATED WITHIN YOUR DIRECT DEBIT AND SHOULD BE PAID SEPERATLEY.

Our new financial year (2018/2019) is once again upon us and your annual factoring invoices will be popping through your door very soon. In reviewing our service charges for 2018/19 we have undertaken a thorough analysis of service charge expenditure, based on the previous year's costs plus a 10% administration charge. We have also simplified the categories and the table below details the service charges that will be applied to relevant accounts from 1st April 2018. For many owners this will represent a reduction in charges.

Please note that not everyone receives every service and you will be billed accordingly.

Service	Annual Cost for 2017-18	Annual Cost for 2018-19
TV Aerial Maintenance	£25.41	£5.40
Door Entry Systems	£23.21	£15.84
Communal Fans	£48.01	£48.96
Estate Caretaker	£91.01	N/A
Open Space Maintenance	£140.24	N/A
Grounds Maintenance	N/A	£114.36
This will replace the above two separate charges with the introduction of the new grounds maintenance contract.		
Stair Cleaning	£164.92	£201.48
Estate Lighting	£38.11	£50.16
Other Costs	Annual Cost for 2017-18	Annual Cost for 2018-19
Management Fee	£50.00	£55.00
Buildings Insurance	£82.11	£86.00*

*£86.00 is estimated premium.
Exact cost not received from Insurance Broker at point of going to press

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.

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 3.

New Yorker Diners

Thanks to a £100 donation from the Association, the New Yorker Diners celebrated their 1st Birthday in style. In February, 60 diners attended the meal held in Yoker Parish Church and were treated to a complimentary three course meal and entertainment with a Burns theme.



As reported in our Winter 2017 magazine, the project was set up in December 2016 with its main aim to deliver 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. The project is supported by a proactive steering group of key people within the community.

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

Care Services News

Clothes Party

Our sheltered housing units held a clothes party during November. Tenants were able to window shop, try on and buy from the comfort of the common room while enjoying the refreshments provided.

The event was such a success another party is planned for the end of April ... just in time to update wardrobes for Spring.

Christmas Shopping Trip

Tenants had the opportunity to do some Christmas shopping during a bus trip to Braehead Shopping Centre on the 8th December. The cost of the bus was met by the complex funds. Tenants enjoyed the trip with many having extra bags on the way home...



Scottish Celebration for St Andrew's Day

A tartan themed celebration lunch with entertainment was held on 1st December for the tenants of both our sheltered housing complexes. A light lunch was provided followed by an afternoon of entertainment by Chas Cunningham. This was a free event for the tenants with the cost being met by the complex funds.



Nairn Street tenants enjoying their Scottish Celebration

West Dunbartonshire Food Share

Thank you to all the tenants who contributed to the DPHA collection for West Dunbartonshire Food Share.

This is a very worthwhile cause and all donations were greatly appreciated by the people and families who received them.



Sheltered tenants with some of the Food Share donations'

Tenant's Christmas Lunch

Tenants held their annual Christmas lunch on 18th December in the Ceremony Room of Clydebank Town Hall. They enjoyed a 4-course lunch, followed by entertainment from singer Gary Carson. Transport to and from the event was provided. The cost to the tenants was £5.00 with the remainder subsidised by the complex funds.



Sheltered tenants at the Christmas Lunch

Tenant's Christmas Party

Both our sheltered complexes held a party in the complexes on the 22nd December.

A hot and cold finger buffet with refreshments was provided, with children from DOSCG adding some festive cheer by singing Christmas carols.

Tenants had fun playing "pin the nose on the reindeer" and, the winner of a prize for closest reindeer nose at Shaftesbury Street was Mrs Margaret Dollan. Tenants reported that they had a lovely afternoon.

All tenants at both sheltered housing complexes received a gift of a box of biscuits and a chocolate reindeer from the complexes funds.



Shaftesbury Street tenant's Christmas party



Nairn Street tenants enjoying their party



Children from DOSCG

Iceland Thank You

Care Staff would like to thank Iceland, Clydebank for their assistance and discount when they were in purchasing tenant's Christmas gifts and, supplies for the tenant's Christmas parties. With special thanks to Steven for his patience and assistance; his help was greatly appreciated.

Christmas Fayre

The staff and children from DOSCG would like to thank all the parents, carers and helpers who came along to support their Christmas Fayre, held on 18th November in Dalmuir CE Centre.



DOSCG staff with raffle prizes



All who attended had a lovely time with over £600 raised to add to the DOSCG toy and equipment fund.

Community Budgeting Success for DOSCG

In early 2018 West Dunbartonshire Community Planning made funding available across 17 neighbourhoods in the area as part of the Community Budgeting Phase 2 project.

Community organisations presented their applications, and these were displayed online and at Clydebank Town Hall on Saturday 3rd February. The local community then had the opportunity to vote on which projects should be allocated the funds.

DOSCG submitted an application for funding to upgrade toys and art resources. The project's application was successful putting them forward to the final stage of securing votes. The group were delighted to be awarded £2,000 receiving 709 votes.

Bag Packing at ASDA

Asda's Community Development Manager Linda Maguire arranged for the children and staff of DOSCG to do bag packing on 22nd December. The money raised will fund arts and crafts resources for the children.

After bag packing the children went carol singing at the sheltered housing complex and the Association office.



DOSCG Book Worms

From 29th January to 9th February, the children took part in a sponsored read. This will hopefully encourage them to have a lifelong love of reading and help their reading at school.

World Book Day is a celebration! It's a celebration of authors, illustrators, books and it's a celebration of reading. This is the 21st year there's been a World Book Day, and on 1st March 2018, children of all ages came together to appreciate reading.



Enjoying World Book Day

Summer 2018 Play Scheme

DOSCG will be operating a Summer play scheme with outings and fun activities to keep children occupied during the school break.

Play scheme opening times are Monday to Friday from 7.45 am to 6.00 pm and costs £22.75 per day.

For further details please call 0141 951 4499 or email: doscg@dpha.org.uk

Sprucing up DOSCG

The outdoor area at DOSCG has been updated and improved with new fences added to create a safe area for the children to play. Parts of the building are being painted and revamped and a donation of desks for the rooms was received so, the children have a place to play their games or do their art activities.

DOSCG – Spring Holidays

- May Day
- Monday 7 May 2018
- Spring Holiday
- Friday 25 May 2018 and Monday 28 May 2018

Scottish Power Hardship Fund

Steps to Find Out If You Are Eligible

Step 1

Contact a recognised Debt Advice agency such as National Debtline. They'll give you free, independent advice on money and debt, and advise you how to budget for your energy payments. They can provide further details of the ScottishPower Hardship Fund and advise if you should apply to Social Enterprise Direct who administer it on ScottishPower's behalf. Visit National Debtline at www.nationaldebtline.org or call them on 0808 808 4000 lines open Monday to Friday 9am to 8pm, Saturday 9.30am to 1pm

Step 2

Apply to Social Enterprise Direct (SED), the independent organisation that administers the ScottishPower Hardship Fund. They will look at your circumstances and decide whether you are eligible to receive an award from the Fund towards your arrears. They will need evidence of financial hardship – for example, recent letters from the Department of Work and Pensions (DWP). Visit www.SEDhardship.fund or call 0808 800 0128. Lines open Monday to Friday 8.30am to 8pm and Saturday 10am to 2pm.

How Awards are Paid

If SED decide you should receive a partial or full award towards the value of your arrears, your ScottishPower energy account will be credited with the award. Awards will be paid once you commit to a payment arrangement for your ongoing energy use which will take into account the best payment and tariff options for your circumstances.

SED will write to you to confirm that any credit is applied to your account.



Are you struggling to pay your Scottish Power debt?

You could qualify for help from the Scottish Power Hardship Fund if you're receiving:

- Income Support,
- Job Seekers Allowance,
- Pension Credit,
- Employment and Support Allowance

You could also qualify if you have a low household income, or if there are special circumstances which

could make you eligible for example you have experienced an income reduction due to illness.

How the ScottishPower Hardship Fund can help

Because some customers have difficulties paying their bills due to low income or other circumstances, ScottishPower has a Hardship Fund to help them get their energy payments under control. The Fund can help by clearing or reducing arrears by crediting a customer's ScottishPower energy account.

Warm Home Discount Scheme



You could get £140 off your electricity bill for winter 2017 to 2018 under the Warm Home Discount Scheme.

The money isn't paid to you, it's a

one-off discount on your electricity bill, between September and March. The discount won't affect your Cold Weather Payment or Winter Fuel Payment. You may be

able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Further information can be obtained from your supplier.

Housing Benefit Welfare Reforms

Important changes to housing benefit under the UK government welfare reform programme are due to come into effect in April 2019.

The new measures will cap the rate of housing benefit or housing costs for Universal Credit cases, to bring them in line with the rate of Local Housing Allowance (LHA). This means tenants of Council or housing association properties cannot receive payments that exceed the rate of housing benefit paid to people living in privately rented homes.

From 1st April, 2019, single tenants under the age of 35 and with no children will have their benefits limited to the 'shared accommodation rate' (£86.30), even if they don't live in shared accommodation. The changes which have been announced have increased the scope of the LHA cap in the following ways:

- Credit will be subject to the LHA cap.
- From the 1st April 2019, anyone who is in a general needs tenancy and who remains in receipt of Housing Benefit and whose tenancy began after 1st April 2016 will be subject to the LHA cap.
- From the 1st April 2019, anyone living in supported accommodation will be subject to the LHA cap.

The potential impacts of these changes are that some tenants whose rent is above the LHA rate will no longer have their full housing costs covered. We understand that this will be confusing and worrying for our tenants. If you think you might be affected and want some advice or if you are struggling to pay your rent please contact your Housing Officer. We are here to help!

Bag it with 'The Bite'



The 'Over 50's & 60's Club' were delighted to be informed that they were this year's recipients of our £200 Community Grant.

The club are based within Singer Bowling Club, every Tuesday evening, and have a membership of 64. With regular attendees of 40-50 people they organise many 'nights in' and 'nights out' through the year. They have planned a trip in April to The Beacons Theatre in Greenock to see the production 'All of Yesterdays' and this grant will go towards the transportation costs.

In 2015, the Association established a Community Partnership with local Fast Food and Grocery Store, The Hungry Bite. From their sale of plastic bags, the shop generates £100 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.

Arthur Strachan, proprietor of The Hungry Bite said, 'a year passes by so quickly. I can't believe I have been supporting this excellent project for three years. It's great to see the difference a small grant makes to local groups'.

Housing Officer Areas

Our Housing Officers cover the following areas:

Margo MacPherson

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

Donald MacKay

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

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 435 7590

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

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Dalmuir Park is registered charity no. SCO 3347

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