


# We are still here to support you!



 COVID-19 SERVICE UPDATE - **P5**

 SHELTERED HOUSING NEWS - **P6 & 7**

 JOIN OUR MANAGEMENT COMMITTEE - **P9**

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# Message From Anne Marie, Chief Executive



**I think it would be fair to say that COVID-19 has touched all our lives over recent months. We all know someone who has had symptoms or someone who has sadly passed-away. Some of you will have direct personal experience of the heart-breaking consequences of the virus. Whatever your experience of COVID-19 has been we want you to know that DPHA is here to support you, our tenants, customers and our communities in any way we can. Sometimes it is just good to talk, so if you would like a chat just lift the phone and call us.**

Like all businesses we are keeping up to date with Scottish Government guidance on COVID-19 and we are trying to deliver as many of our services as we possibly can, while actively taking steps to ensure the health and safety of our staff, Management Committee members, tenants and customers.

“ There has been a lot of kindness shown in our communities over the last few months in particular and we have included some positive messages in our newsletter, which we hope you will enjoy reading

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Our robust business continuity plans have worked well since 'lockdown' and we have managed to deliver as many of our key services as we can such as emergency repairs, gas safety inspections, close cleaning, and grounds maintenance. We have started to resume other services such as allocations where it is safe to do so, and we are carrying-out estate inspections. We are monitoring our own finances closely and we are getting on with as much of our day to day work as we possibly can. Our Committee meetings have continued since March and meetings now take place through video conferencing. Our staff and Management Committee members have adapted well to our reliance on technology.

Our Beardmore House staff have been working from their homes since lockdown and will continue to do so until it is possible for us to start working again from our office. This has not always been easy as staff have had to set up temporary workstations wherever they can in their homes. Staff have done a brilliant job during these challenging times juggling their home life and work life, and I thank them for that. Our care staff at the sheltered housing complexes at Nairn Street and Shaftesbury Street have continued to work on the front line, providing vital support to our tenants and their dedication to their job and our tenants is hugely appreciated. DPHA is truly proud of them.

Unfortunately, some of the services we provide have been adversely impacted by the current situation and in particular, our non-urgent day to day repairs have been put on hold and our planned improvement programmes have been delayed for the time being. As you know we had to temporarily close our DOSCG service. We hope to gradually increase our services in the coming months as more restrictions are eased.

What we do know for certain is that we will need to deliver a lot of our services differently in the future and we are currently working on a recovery plan for this. We



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look forward to the day when our staff are back in the office and we can welcome our tenants and customers back through our doors again – while observing social distancing measures.

When we went into lockdown it was important that we kept in touch as best we could with our more vulnerable tenants and other people that we do not regularly hear from. It was important for us to make sure people were okay and coping as best they could. I hear that some of you look forward to your regular Friday chats with Andy Taggart.

We also know that a lot of our tenants have been impacted financially by COVID-19, and have had to apply for Universal Credit for the first time. We are committed to supporting all of our tenants and customers who may be struggling financially or are feeling vulnerable at this time. Our staff team can help you by providing information and advice and we can also sign post you to other support agencies. Please remember we are here to support you as best we can. If you would like to talk our

virtual door is always open. You can phone us on **0141 952 2447** or drop us an email at **admin@dpha.org.uk**. You can also find our regular updates on our website **www.dpha.org** and all our staff contact details are on our website.

I want to end my message on a positive note. I want to thank you, our tenants and customers for the consideration you have shown to your neighbours and DPHA's staff during recent months. You have helped us cope with the demands of working from our homes and we all thank you for that. There has been a lot of kindness shown in our communities over the last few months in particular and we have included some positive messages in our newsletter, which we hope you will enjoy reading.

As always, stay safe and well. Very best wishes,

*Anne Marie Brown*

Chief Executive





# Catching Up With DPHA

Our Spring newsletter had to be cancelled due to the COVID lockdown so below is a brief catch up on news you might have missed since December last year...

## THANKS TO FORMER COMMITTEE MEMBER

We would like to say a massive thank you to Bob McDougall who recently resigned from the Association's Management Committee as he is off to pastures new. We wish Bob all the best of luck for the future.



## A NEW OR IMPROVED DALMUIR BUSINESS & COMMUNITY CENTRE

**DPHA and The Beardmore Trust are carrying out a feasibility study to see if Dalmuir residents would support a new or improved community centre in the area.**

Our Management Committee and the Beardmore Trust are meeting over the summer months to talk over and consider the outcome of the feasibility study and business plan before we decide on the next steps. These are exciting times not just for DPHA and the Beardmore Trust, but also for our local communities.

We will keep you updated though our website [www.dpha.org](http://www.dpha.org) and with articles in future newsletters.

## A BIG THANK YOU TO THE FOLLOWING...

**ASDA**

ASDA – for a £500 Donation



**cashforkids**

Cash for Kids – for their Donation of £1000

The donation from both ASDA and Cash for Kids meant that the DOSCG children had a great time in the run up to Christmas last year. Money from the ASDA donation will all be used to organise an event once the DOSCG service is up and running again.

## BON VOYAGE!

**Playworkers, Donna Scanlon and Anne Kelly all moved on to new ventures.**

We all wish them good luck!



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# COVID-19 SERVICE UPDATE

Our office remains closed at this time and all of our staff are currently working from their homes. We are still available by email or telephone to support you with arrears and rent enquiries, anti-social behaviour and most general housing enquiries including applications for housing, requests for changes to your household, and notices for giving up your tenancy. Where it is safe to do so we are carrying out visual checks of our buildings and checking the general environment and backcourt areas. We are answering all queries promptly and are happy to help.

We do not yet have a date for when we will start to work out of the office again, although we are hopeful that this could be sometime in July. We have a lot of work to do to our office to keep staff safe while they work and for tenants and customers as they visit our office.

## EMERGENCY REPAIRS

Our contractors are continuing to provide an emergency repairs service. Emergency repairs include heating and boiler repairs when there is no source of heat or hot water; blocked toilets; or any situation where there is a risk to either your own health and safety, or that of the property.

## ESSENTIAL SERVICING WORKS

In consultation with our contractors we are now carrying out ground maintenance works and close cleaning within the external and communal areas. We are also carrying out gas safety checks and smoke alarm installations within your home, provided that it is safe to do so.

Please remember to contact us if you have any concerns about your tenancy. We are here to help you.

## Housing Officer Areas

Our Housing Officers cover the following areas:



**Kimberley Tennant**

**Phone: 0141 435 6532**

**email: kimberley.tennant@dpha.org.uk**

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



**Margo MacPherson**

**Phone: 0141 435 6529**

**Email: margo.macpherson@dpha.org.uk**

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

Are you worried that you cannot pay your rent? Are you applying for Universal Credit for the first time? Do you have other debt problems?

If the answer is yes, then we are here to help. Contact your Housing Officer at the office on **0141 952 2447; Option 2** as soon as possible and they can make sure you are claiming all of the benefits you are entitled to and can offer you advice and support.





# Sheltered Housing News



*As we continue to work through the challenges of COVID-19, our care staff continue to rally around the daily challenges in helping our sheltered tenants stay safe and juggling their work priorities and family life during these difficult times. We are so proud of our team and just want to say thank you.*

*On behalf of all the staff and tenants at DPHA, we would like to thank our West Dunbartonshire carers and home care organisers for going the extra mile to make sure our tenants who rely on them are supported and kept safe. We are indebted to you.*



*A huge thank you to Jim McLaren and his band of volunteers at the Golden Friendship for providing our sheltered tenants with a daily pack lunch, not to forget the Easter bunny delivery and providing outdoor entertainment! These kind gestures are lifting our tenant's spirits during these difficult times.*

*Arlene Dickson  
Care Manager*

## West Dunbartonshire Communities Team

**Fran Stewart is a tenant in our Nairn Street Sheltered Housing Complex. Fran's dog, Milo, has been there to support her through bereavement and health problems in the past. When lockdown came into place Fran was unable to take Milo for his daily walk. Fran was left with the choice of sending Milo to a family member for the duration of the lockdown or finding someone who could take him for a walk once a day.**

That is when Stephen Burns and West Dunbartonshire Communities Team stepped in to save the day and arranged for Gill (volunteer) to be introduced to Fran and Milo.

Fran said, "Milo loves going for a walk with Gill, he gets excited when he sees her and comes back home tired out having had a good sniff about and meeting other dogs and walkers along the way.

*I am so grateful for this service and Gill. Without the service Milo and I would have to live in separate homes, and I would miss him so much".*

WDC Communities Team can help if you need someone to exercise a dog, collect prescriptions and pick up essential shopping. There is also a telephone befriending service, where a volunteer calls you every week for a chat.



If you or someone you know could benefit from this service, all the information including the referral form is on the link: <https://www.west-dunbarton.gov.uk/coronavirus/additional-support/>

If anyone has any questions then they can send an email to [empowerment@west-dunbarton.gov.uk](mailto:empowerment@west-dunbarton.gov.uk)

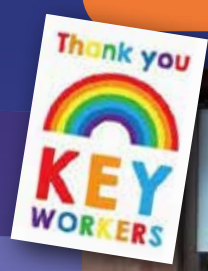


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## Pom Poms and Rainbows

Mrs. Campbell, from Nairn Street wanted to show her appreciation to NHS and Key workers. Eilidh, her great-granddaughter, designed the glittery poster and Ebony and Bethany (granddaughters) made the giant rainbow POM POMS.



## OUR OWN THANK YOU TO KEY WORKERS

It's fair to say, that we cannot thank our own key workers enough for their dedication to our sheltered housing tenants. You are all a credit to DPHA.



## High Tea in a Goodie Box

At this time of the year, our Sheltered tenants would normally be invited to our Afternoon Tea event where they could enjoy a strawberry tart and a blether.

To brighten up our tenant's day during this period of lockdown, a high tea goodie box, together with a short poem, was delivered by our Care Services team sending a lovely message to our sheltered tenants.

Poem by Jessica Earl age 8

## HAPPY BIRTHDAY

Shaftesbury Street tenant Mrs. Jean Robertson recently celebrated her 95th Birthday.

Jean was born and bred in Clydebank and has lived in the sheltered complex since 1995. Jean was presented with a Bouquet of Flowers and a card from everyone at Shaftesbury Street complex.

Unfortunately, due to the Coronavirus restrictions Jean was unable to see all her family, but said she had a lovely birthday and received phone calls, cards, gifts and flowers from her family and friends.





# KEEP UP TO DATE WITH WHAT IS GOING ON AT DPHA

There are lots of ways you can keep up to date and become involved with DPHA. We regularly update our website with new articles and opportunities to be involved in consultation on changes and policies – check us out at [www.dpha.org](http://www.dpha.org) and follow us on Twitter on @dalmuirha.

Our **Newsletter** contains lots of useful information and updates. We publish it 3 times a year and post it out to all of our customers as well as displaying it on our website. If there is anything you think would be useful for us to include in our **Newsletter**, just let us know!



Our Annual Landlord Report, packed with information on how we are performing and how we compare to other landlords, is sent out to all of our customers in October every year. You can also read this on our website.

There are many ways to get involved with DPHA. You can get involved in our **Tenants' Panels**; and **Management Committee**, but you can also become a **Shareholder** of DPHA which includes an invite to our Annual General Meeting, normally held in September each year. If you would like to become a Shareholder, then you can find an application form on **page 9** of this newsletter or on our website.

You can also make sure your voice is heard by completing a **satisfaction survey** if we carry out repairs in your house, or by taking part in one of our **quarterly independent satisfaction surveys** if you are selected to take part by the independent consultant. If we are carrying out improvements to your home, you can attend **consultation events** where you can make choices for new kitchens units, bathrooms or paint colours and we often hold events to consult on specific issues such as proposals for our annual rent increase.

## SATISFACTION SURVEY RESULTS 2019/2020

During 2019/2020 an independent company; MIHS, surveyed over a quarter of our tenants. We are delighted that:



**99%** of tenants are happy with the overall service we provide



**96%** of tenants feel that they are kept informed about our services



**97%** of tenants you say that they have lots of opportunities to get involved in decision making



**95%** say that the rent they pay is value for money



**91%** of tenants tell us that they are happy with the quality of their home and with the overall repairs service, so we know we have more work to do to continue to improve

## AGM - 9TH SEPTEMBER 2020 (to be confirmed)

We really do hope that we can still hold our AGM on the above date, however this will be subject to government guidance and maintaining safe social distancing. Shareholders will receive this pack in advance of the meeting and you of the date nearer the times to



# DO YOU WANT A SAY IN YOUR COMMUNITY AND WHAT WE DO?

We currently have opportunities to join our Management Committee and are now recruiting new members who have an interest in the Dalmuir area and in social housing.

We would particularly like to hear from you if you have knowledge or experience in the following areas:

- Housing management
- Care services
- Governance, regulation and inspection
- Employment Law or Human Resources
- Property Asset Management

Some of the benefits you can expect from joining the Management Committee include:

- Developing new SKILLS and KNOWLEDGE
- Giving something back to the COMMUNITY
- Making a real DIFFERENCE and IMPROVE the quality of life for the local community and beyond
- Gaining a sense of ACHIEVEMENT and improving your confidence and self esteem
- Having YOUR VIEWS heard
- Playing a CRUCIAL role in taking forward the work of DPHA
- Accessing to TRAINING and PERSONAL DEVELOPMENT opportunities
- Excellent experience for your C.V.

If you would like find out more information about this year's AGM or joining the Management Committee please contact Lesley Gillespie, Senior Corporate Services Officer on **0141 952 2447; Option 1** or email **admin@dpha.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.



# INVESTMENT WORKS

The COVID-19 situation has had an impact on our contractors and suppliers, which has impacted on the improvement works that we wanted to carry out this year in particular.

We are hoping that as the lockdown restrictions begin to ease over the course of the Scottish Government's COVID-19 Route map, and we will be able to start our investment programme. At the moment, we do not know exactly which works can be programmed in, or when they will take place, but we hope to have a clearer picture over the next few weeks. We hope you understand, and we thank you for your patience.

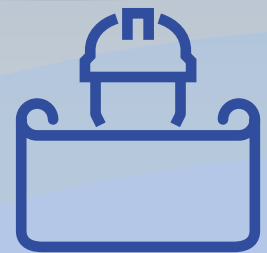
In the meantime, here is the current update:



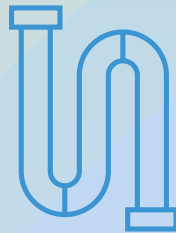
**Smoke alarm upgrades will be going ahead:** Hi-flow will be carrying out smoke/heat alarm upgrades to 560 properties this year and BRB Electrical LTD are carrying out upgrades to smoke alarms to 37 properties at The Crescent.



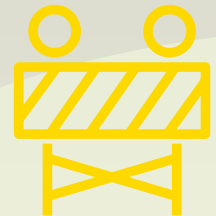
**Gas Boiler Replacement:** as part of our drive to make our properties more energy efficient and to tackle fuel poverty, we will be replacing a number of gas combi boilers this year. We do not yet have a timescale for when this work can go ahead, however we have appointed James Frew as the contractor, and we will carry out survey work as soon as it is safe to do so.



**Kitchen Replacement and Bathroom Replacement:** contractors have been closed during lockdown and so we have not yet been able to appoint a company to carry out the work. We will let you know as soon as we have further information.



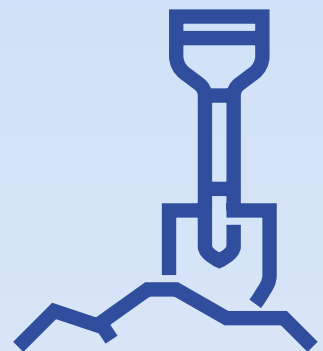
**The Crescent Heating Programme:** this contract is currently suspended because of lockdown but we will be in touch with tenants as soon as it is safe for the contract to restart.



**Window replacements in Adelaide Court:** we will be appointing a contractor very soon to carry out this work. Surveys will start as soon as it is safe to do so, and a programme for the works will be prepared. We will consult tenants and owners about the works to be carried out.



**Back Court Improvements:** we are hoping to be able to refurbish a further three back courts this year subject to with agreement from the owners within the closes. We will be contacting tenants and owners once we are in a position to do so.



**External Painting:** the 5-year cyclical painting program is now complete apart from a few closes where we have not been able to secure agreement with owners. A small number of properties have been missed, and this work will be caught up later this year.





# Seagull Prevention



You may have noticed an increase in the number of seagulls recently, particularly between Scott Street and Stewart Street. Whilst this is an annual problem, it has been made worse by bulk waste not being stored securely in the bins provided which had attracted an ever increasing number of seagulls.

We have already removed nests this year and put down fire gel pots where the seagulls would be expected to land and nest.

We need to carry out seagull prevention work each year, at nesting time, to break the gull's nesting cycle and to avoid the seagulls returning in the same numbers. This will not completely eliminate seagulls from the area but will reduce their numbers and the environmental issue that they create.

We will be introducing a 4-year annual programme that will hopefully, year on year, see the reduction of seagulls and in turn the mess and noise that they create within the area.



## SAFETY IN YOUR HOME

**We are following the new Scottish Government Guidance to upgrade the smoke and heat alarms in your home. By April 2021, every property that we own must have:**

- One smoke alarm in the room most frequently used for general daytime living.
- One smoke alarm in every circulation space on each storey, such as hallways and landings.
- One heat alarm in every Kitchen.

Our contractor, Hi-flow, will be contacting you in the near future to arrange a convenient time for access

for the installation which will take around an hour to complete. **As this is a legal requirement and you must allow access to your home.**

If you are self-isolating or shielding because of COVID-19 we will not enter your home unless it is safe to do so. Our contractors are observing strict guidelines on safety and social distancing and have the correct protective equipment to keep you and themselves safe while working in your home.

Smoke and heat alarms will be installed later this year in our sheltered housing properties when the warden call system for the two complexes is upgraded.



# YOU ARE NOT ALONE...

## Support for people suffering domestic abuse

**The Covid-19 pandemic has heightened the risks to those people living with domestic violence and abuse.**

Covid-19 is not an excuse for abusive behaviour in the home.

New guidance has been developed by the Scottish Government in partnership with Local Authorities to signpost local resources, and to assist decision-makers in identifying women and children at risk, as well as the short, medium and long term steps they can take to support their recovery and wellbeing.

The guidance is part of a range of measures introduced to tackle higher levels of abuse and violence, including a £1.5 million funding package for the women's aid and rape crisis network. It will help to maximise the effective protection and provision of support for those experiencing gender-based violence, both during this immediate crisis period and in the longer term.

Women's Aid has recently launched a short animation with the help of young people who have experienced domestic abuse.



You can watch the video at  
[https://www.youtube.com/watch?v=neN\\_bdi89XM](https://www.youtube.com/watch?v=neN_bdi89XM)

If you are experiencing domestic abuse, then we can help. You can read our Domestic Abuse Policy on our website at [www.dpha.org](http://www.dpha.org) where you can also find details of organisations that can provide advice and practical support.

You can also contact us on **0141 952 2447**.

Please note that if you are experiencing domestic abuse, irrespective of your gender, we are to support you.

Clydebank Women's Aid (CWA) provide specialist, non-judgmental, and confidential support and information on your rights. You can speak to CWA directly on **07832-710-065** or, alternatively, you can email them at [collective.clydebankwa@gmail.com](mailto:collective.clydebankwa@gmail.com)

You can access support from CWA between **10am and 4pm (Mon-Fri)**.



Outwith these times you can access the 24hr Scottish Domestic Abuse and Forced Marriage Helpline on **0800-027-1234**.

If you are in immediate danger, dial **999** and ask for the Police. If you cannot talk then press **55** when prompted (mobile only).



# DOSCG NEWS UPDATE



At the point of this article being written DOSCG remains closed due to COVID-19 Pandemic with no confirmed date to restart. The Association will take guidance from the Scottish Government and conform to all measures as the country comes out of lockdown in a series of phases.

As you will be aware most direct debits were cancelled in March as we envisaged a lengthy closure of the service. Please be reminded that as per the Parents Charter fees are payable two weeks in advance, or if paid monthly one month in advance. Parents must ensure that their payments are made on time. All fees must be paid by direct debit, unless your fees are being paid via childcare vouchers or via college or university.

We would kindly ask that you contact our Finance Officer, Gary Earl, on 0141 435 6523 or via email [gary.earl@dpha.org.uk](mailto:gary.earl@dpha.org.uk) to reinstate your direct debit upon a restart date being announced.

Like you, we cannot wait to get this service back up and running.

For updates on our DOSCG service / Summer Playscheme 2020 please go to our website [www.dpha.org](http://www.dpha.org).



## Registration for New School Year

**Primary 1 registration for children starting school for August 2020 is now open.**

If you require an after-school place and your child will be attending Our Lady of Loretto, St. Stephen's or Clydemuir Primary school and you need further details please contact

- Elaine Kelly, Project Co-ordinator **07495674684** or e-mail [elaine.kelly@dpha.org.uk](mailto:elaine.kelly@dpha.org.uk) or
- Arlene Dickson, Care Services Manager **07930 401531** or e-mail [arlene.dickson@dpha.org.uk](mailto:arlene.dickson@dpha.org.uk)

We are waiting on clear guidance on how we can plan for and achieve social distance within our DOSCG service and keep our children, staff, and families safe while using the service.

Please be assured we will not re-open DOSCG until we are 100% prepared.



## CASH FOR KIDS – BASIC ESSENTIALS FAMILY GRANTS

We know that a lot of our families have been struggling financially as a result of COVID-19 so we applied to Cash for Kids for the basic essentials family grant and we were delighted to be awarded £3010.00, which we will be distributing to families in the near future.

Thank you to Cash for Kids for awarding us some funding.



# Sheltered tenant diary; extract during lockdown; 30 April 2020

**It is morning, and the skies are blue-a sunny April day. I stand looking out of the kitchen window of my sheltered housing ground floor flat, overlooking the Forth and Clyde Canal. Trees, leafy branches waving slightly in the breeze, and bushes flourish on the towpath, just a few yards from my home.**

On the far bank yellow gorse bushes are a blaze of colour. A few weeks ago, gangs of squawking seagulls performed regularly throughout the day-swooping and soaring above the canal - Where have they gone? Perhaps to the banks of the Clyde?

One or two magpies, collard doves and starlings, flutter on the wooden fence, perching there for only a few minutes, before flying down to peck around the grass, before aiming high to settle in the topmost branches. Two small brown ducklings are bobbing along, side by side, on the canal current, then pass from view. A cormorant waits, motionless in the reeds-then a sudden dive!

There are less people than usual although still a fair number of walkers, cyclists and

wheelchair occupants and babies in prams participating in the colourful parade of fresh air seekers on the towpath. Those of us cooling our heels, part of the inside self-lockdown cannot help but wish we were there. Another diversion is that supplied by the many dog owners with their pets of all shapes and sizes, enjoying their outings. Here comes a canine of the bossy breed, imposing frequent stops on the owner, who has to stand patiently by as Rover, nose to the ground, indulges in a frenzy of 'Search and smell'. Finally, a tug (sometimes two) on the leash encourages Rover to get a move on. They walk on past a proud pram-pushing couple, who have stopped to point out ducklings and dogs to their wide-eyed offspring. The two-metre advised distance between walkers is not strictly adhered to.

The main towpath travellers, however, are the would-be racing cyclists, in colourful gear, who speed their way through the strolling pedestrians. The latter suddenly experiencing exercise as they jump smartly out the way. A few cyclists pedalling hard on old boneshakers pose little threat to others.

## A letter of thanks...

A simple thank you ...  
To all the staff of the Adult Crisis Team of Clydebank; a heartfelt thank you.  
Thank you for those food parcels I received every Wednesday.  
Thank you for the advice and support that you gave me via the phone.

Thank you for showing me; I am not alone.  
This Thursday I will be clapping for all of you.  
Sincerely,  
**Anne Ernst**





## DUTY OF CANDOUR AND HOW IT APPLIES

**Duty of Candour applies to our DOSCG and sheltered housing services.**

All health and social care services in Scotland have a Duty of Candour. This is a legal requirement, under the Health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016 (The Act) and The Duty of Candour Procedure (Scotland) Regulations 2018. This means that when unintended or unexpected events happen that result in death or harm as defined in the Act, the people affected understand what has happened, receive an apology, and that organisations learn how to improve for the future.

An important part of this duty is that we provide an annual report about how the Duty of Candour is implemented in our services. This report describes how both Dalmuir Park Sheltered Housing and Dalmuir Out of School Care Group (DOSCG) has operated the Duty of Candour during the time between 1 April 2019 and 31 March 2020.

For further information on the full report, please go to our website [www.dpha.org](http://www.dpha.org)



## Other Funding Applications

**Just as we sent our newsletter to the printers we found out that we have received £21,000 of funding from the Scottish Government through the Communities Fund to provide activity packs for our primary school children and our older tenants during the summer months. We are absolutely delighted to be awarded the funding, but the main winners will be our children and older tenants. If you receive an activity pack, we look forward to seeing some examples of the things you have made in a future newsletter.**

The application for funding to the Scottish Government was made jointly with Trafalgar Housing Association. This is our first joint venture for a long time with Trafalgar and we hope it brings joy and fun to our children and older tenants.

## GARDEN COMPETITION — 2020 —

**With the recent long spell of good weather, we are hoping you have had on your gardening gloves and been letting your green fingers create more wonderful displays of flowers and colours.**

We will be on the lookout again for our prize winners for our 'Best Garden', 'Best Balcony' and 'Most Improved Garden' and look forward to being 'wowed' by all the hard work our residents put in year after year.

Our judges will be out and about soon looking at the gardens and balconies.



# REPAIRS SERVICE

## *Our current working practice*

### **Our priority is keeping our customers and our staff safe during this time.**

All staff and contractors are encouraged to keep up-to-date with the latest government health advice, follow good hygiene practice and to inform their line manager if they feel unwell. Staff and contractors must follow official advice and if

anyone is suspected of having the virus, they must self-isolate at home. Staff and contractors also undergo risk assessments for COVID-19 and must comply with all measures to keep themselves and our tenants safe.

Our contractors also must follow strict social distancing procedures, both to travel to site and whilst working. This

may mean that the range of tasks they are able to carry out safely are reduced or are provided over a longer period of time.

If a member of our team or a contractor requires to attend your home, they will firstly contact you to make sure you are well and are not either self-isolating or shielding.

Once they arrive at your home they will:

- ✔ Ask some further questions at your front door before entering your property
- ✔ Ask you to go into a different room or distance themselves by at least two metres from anyone in your property
- ✔ Avoid touching surfaces where possible
- ✔ Wear protective gloves and other additional protection equipment where necessary
- ✔ Use hand sanitising gel before they enter your property and if required during the visit

Upon completion of the job, they will advise you they have finished and are leaving, and they will see themselves out.

We kindly ask you to minimise all interaction with our staff and contractors as they carry out work in your home, the communal areas and backcourts. To keep you and our colleagues safe, we would ask that you stand at least two metres away at all times. By following these steps, we want to reassure you that there is a low risk of infection from a home visit by one of our staff or from one of our contractors.





# ASBESTOS ADVICE

Asbestos is a mineral which has been used in building materials for many years worldwide. It is a good insulator and has been used extensively to protect building structures from fire and heat throughout Scotland up until the year 2000. It can be found, for example, in cold water tanks in lofts, textured coatings such as Artex, boards enclosing

pipework, insulation in storage heaters and so on.

However, if it is damaged asbestos can break down and release tiny fibres which can be dangerous to health. Asbestos related health issues are usually as a result of long term contact with the substance.

## What we are doing?

At DPHA we have an Asbestos Policy in place which means that we survey a percentage of our properties each year to check for asbestos. This is part of the ongoing asbestos management programme which will help us build up a future picture of any asbestos that may be in our properties. This means that any future repairs and improvements can deal with asbestos, and so reduce the risk to tenants and other people who use our buildings. We inform contractors where we know a property has asbestos so that they can take the necessary precautions if they are working close to it.

## What you should do if you think you have asbestos in your home

- Most asbestos in the home does not generally put people at risk if it is painted, covered by other materials or enclosed in ducts.
- You should not try to remove any material that you think may be asbestos from your home.
- There is no danger to your health and safety as long as you do not disturb any suspect of the material. It is vital therefore that you do not saw, drill, sand or break any material suspected of containing asbestos.

If you suspect that you have found asbestos in your home, you should report this immediately to us on 0141 952 2447. Our officers will visit your home to investigate and give advice on any necessary action.

# STAY ALERT TO FRAUD

## Stay alert and **don't**:

- ⊗ Reply to suspicious messages or calls
- ⊗ Open links and attachments in unsolicited emails and text messages
- ⊗ Buy things online that seem to be sold out everywhere else
- ⊗ Share your bank card details or personal financial information
- ⊗ Share news that doesn't come from official sources
- ⊗ Send money upfront to someone you don't know
- ⊗ Make donations to charities without double-checking their authenticity

Police Scotland has issued recent guidance to help prevent you from becoming a victim of fraud or scams.

## COVID-19 FRAUD

Test and Trace has been rolled out to allow the NHS to trace the spread of the virus and isolate new infections. Tests are provided free of charge by the NHS; **under no circumstances should anyone be asking you to make payment.**



# RAINBOWS AND POM POMS



Some of our younger and older residents have been posting through our letter box rainbow paintings and coloured pom poms which we are displaying in our office window and on the windows of our sheltered housing complexes.

If you or anyone in your home has the time, why don't you draw a rainbow, make a pom pom or draw us a painting or picture so that we can display it in our window. If you put your name and contact details on the back of your drawing there will be a prize for the best effort.



## FACTORING THANKS TO OUR OWNERS



**Despite our staff working from home we have been successful in ensuring that our factoring service has been uninterrupted. A few tweaks had to be made with regards to certain services however we are thankful for your understanding whilst we delivered these services just a little differently. This was for obvious reasons with health and safety paramount in every circumstance, primarily; yours, our contractors and our staff. It was appreciated of your acceptance.**

We delivered our annual invoices and amended your direct debits within the set timescales and we were delighted to see an increase

in owners who paid their invoices in full within 28 days. 24% paid in full and took advantage of a 5% prompt payment discount whilst 62% currently have a direct debit in place.

Unfortunately, on rare occasions, we do have owners who fail to pay. The implications of non-payment may be legal action with all legal costs incurred due by you. It may also put your property at risk as your factoring charge includes your buildings insurance premium.

**PLEASE NOTE THAT COMMON CHARGE INVOICES ARE NOT INCLUDED WITHIN YOUR DIRECT DEBIT AND SHOULD BE PAID WITHIN 28 DAYS**

Our Owner's Handbook has now been redesigned and updated. We have taken this opportunity to include the Written Statement of Service within the handbook making it a one-stop-shop for all your factoring information. You will soon receive a copy in the post and the electronic version will be available on our website [www.dpha.org](http://www.dpha.org)



# A Decade of Pupil of the Year

**What a zany way to celebrate our 10th Anniversary of our Pupil of The Year Award. Plans to do something a little special to celebrate this milestone were scuppered by this horrid pandemic. No presentation at Our Lady of Loretto, no awards evening at the Golden Jubilee Hotel, and no handshakes with monthly and overall winners.**

However, forget the doom and

gloom scenario, neither the Association nor the hotel will be beaten. The awards dinner will now take place later in the year so all winners can enjoy that special moment with their families. We will also have invited guests to join us at the hotel and to cap it we have a new community partner, Drip Desserts, who will subsidise the vouchers given to the monthly winners. And wait for it...it's an Ice Cream voucher for their



new shop in Dalmuir. I'm sure everyone will enjoy that treat!!

Congratulations go to the winners from each school; Our Lady of Loretto – Hugh Merrigan, Clydemuir Primary – Zoe McGowan and St Stephen's – Isla Crawford.

# CONTACT NUMBERS

## DPHA 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 6363**

Vale of Leven General:  
**01389 754 121**

Social Work:  
**01389 737 758**

Social Work out of office hours:  
**0800 811 505**





## OFFICE CLOSURE

Our staff will be unavailable on the following public holidays:

- **Glasgow Fair**  
Friday 17 July 2020 and  
Monday 20 July 2020
- **September Weekend**  
Friday 25 September 2020 and  
Monday 28 September 2020

## EMERGENCY CALL OUT

If you require an emergency repair during our office closures you can contact the contractors below however, routine repairs should be reported to our Property Services Team on **0141 952 2447 Option 2**, when the Association re-opens.

**SALTIRE – Joinery / Electrical: 0800 048 2710**

**HI FLOW – Plumbing / Gas Central Heating: 0141 944 6060**



# Making a payment

## Direct Debit



The easiest way to make payments, if you have a current bank or building society account, is by Direct Debit. You can pay weekly, fortnightly, four weekly or monthly. Simply contact us and we can help you arrange it.

## By Cheque

You can post in a cheque made payable to 'Dalmuir Park Housing Association'. Please write your name and address on the back. This method is the only one where payments take more than 24 hours to credit your account. Cheques can take up to five working days to reach your account, so, if you are paying your rent by cheque, please make sure that you pay in plenty of time for your rent to be credited to your account by the 28th of each month.

## AllPay



There are many different ways to pay your using your AllPay payment card. You can use your AllPay card to make payments at any outlet displaying the AllPay logo. All you need to do is take your AllPay card to the counter along with your payment and hand them over. You will be handed back your card along with a printed receipt, which you should keep in a safe place to prove you have paid.

## Telephone



This service is available 24 hours a day, 7 days a week and the majority of debit cards are accepted. Just ring **0844 557 8321** and follow the simple instructions. Please have your AllPay card ready. Alternatively, you can also telephone our offices on **0141 952 2447** and we can take payment.

## Internet



This service is also available 24 hours a day, 7 days a week and the majority of debit cards are accepted. Visit **www.allpayments.net** and have your debit card and AllPay card handy. If your AllPay card is lost or damaged, please contact the office on **0141 952 2447**, for a replacement card.

## AllPay App



You can download the AllPay App onto your phone or tablet from Google Play or iTunes. You can make payments easily, wherever you are, at the touch of a button.

## Dalmuir Park Housing Association

Beardmore House, 631 Dumbarton Road, Dalmuir, Clydebank G81 4EU

**www.dpha.org • Tel 0141 952 2447 • Fax 0141 951 4423 • email: admin@dpha.org.uk**

**Our staff are available Monday to Friday 9am to 4.45pm**

Dalmuir Park is registered charity no. SC033471

When you have finished with this newsletter please recycle it.

