



OWNERS AND COMMERCIAL PREMISES

Our Insurers - Bruce Stevenson Insurance Brokers will be closed on 25 & 28 December 2020 and 1 & 4 January 2021. If you have an emergency that requires assistance during the festive period, such as a fire, flood or storm event then please call **0121 411 0535**. If you require further assistance please contact: Frank McGaffney – Loss Adjustor on **07592 111879**.

EMERGENCY CALL OUT

We will only be processing emergency repairs during the festive holidays. If you require an emergency repair during this period, please contact the numbers below. Routine repairs should be reported to our Customer Services Team on **0141 952 2447 Option 2**, when the Association re-opens on the 6 January 2021.

- SALTIRE – Joinery / Electrical - **0800 048 2710**
- HI FLOW – Plumbing / Gas Central Heating - **0141 944 6060**

FESTIVE BREAK

Our staff will be unavailable for the festive holidays from **Thursday, 24 December 2020 at 1.30pm**, with services resuming at **9am on Wednesday, 6 January 2021**.



VIRTUAL AGM
- **P3**

FUNDING FOR TECH
- **P11**

SUPPORT THOUGH COVID-19
- **P15**

SUPPORTING COMMUNITIES
- **P19**



GOOD NEWS AND SEASONS WISHES FROM OUR CHIEF EXECUTIVE

Hello everyone,

When we published our last newsletter in the Summertime, I don't think many of us thought our lives would still be impacted by COVID-19 restrictions as we near the end of 2020. It certainly has been some year. As I write this message to you at the end of October, West Dunbartonshire is just about to go into Tier 3 of the Scottish Government's COVID measures. By the time you receive your newsletter from us, I'm sure the one thing guaranteed is that the COVID situation will have changed in some way or another from the end of October to now.

Beardmore House continues to remain closed to the public due to the restrictions and our office-based staff are still working from their homes. Remember, you can still contact Beardmore House staff on the phone, through email and by letter. All our contact details are on our website www.dpha.org/contact-us/ so please if you need us just get in touch. We may not be in the office, but we are still here for you, delivering our services to you.

Our sheltered housing staff are continuing to work from both complexes providing vital services and support to our older tenants. Unfortunately, the common rooms remain closed due to the restrictions. On a positive note, our DOSCG (Dalmuir Out of School Care Group) has been back up and running since the schools started back in August, delivering essential services to children and families in our community.

We received some really good feedback on the content and look of our Summer newsletter, so we want to continue with that feelgood factor. The Winter months ahead are likely to be dark enough, so we hope, even for a brief moment to bring a bit of cheer your way with some of the articles that we have included in our newsletter.

A bit of excellent news I want to share with you is that DPHA's formal engagement with the Scottish Housing Regulator (SHR) ended in September this year and we have been issued with an updated Engagement Plan, which you can see on the SHR's website www.housingregulator.gov.scot/landlord-performance/landlords/dalmuir-park-housing-association-ltd. This reflects the confidence that the SHR has in the association, its Board members, and its staff and we are delighted with this. As the saying goes, onwards and upwards.



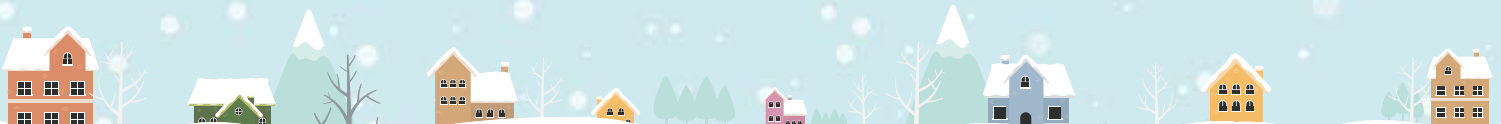
Christmas time is just round the corner and, I'm sure for the majority of us this year's celebrations may be quite different from what we may be used to. No matter what your plans are, and if you are lucky enough to be spending time with family or friends, whether in person or digitally, cherish those moments. Not everyone will have the company of loved ones over the Christmas period. If I can ask one thing of you, and that is to look out for and be kind to anyone you know who may be in that situation. A friendly phone or video call or knock on the door to say hello can make a big difference.

It won't be long before 2021 is here, so as we leave behind 2020 and enter the New Year everyone at DPHA wishes you and yours, health, happiness and above all hope.

Stay safe and well. Very best wishes,

Auue Marie Brown

Chief Executive



Here Excellent Accountable Results Together

A VIRTUAL AGM, A NEW CHAIR AND A NEW BOARD MEMBER AT DPHA

DPHA held its first virtual Annual General Meeting on 9 September 2020 via Zoom. Shareholders received a warm welcome from Chairperson Gordon Laurie. Members present approved the Annual Financial statements and the Auditors, French Duncan were reappointed for 2020/21.

The election of the Board of Management saw the re-election of Anita Williamson, Ian Lennox and Ashley Stockley. Michelle Donnelly was appointed as a new Board member. Gordon Laurie, Craig Edward, Robert Murray, Matthew Reid, Melanie Cameron, Lorraine Lester, Jordan Henderson and Karen Johnson all continue as Board members.

Audrey Simpson and Jack Marshall, who retired at the AGM, were thanked for their continued service following their involvement as previous Statutory Appointees. Our Chairperson Gordon Laurie also paid special thanks to Bob McDougall, another former Statutory Appointee, who retired during the year after serving on the Board for two years.

The Chairperson advised members that this would be his last AGM and he was planning to stand down as Chair but is remaining on the Board as a member. At the first Board meeting following the AGM, local Craig Edward was appointed Chairperson.

As the new Chairperson of DPHA's Board of Management, Craig Edward said: "I want to take this opportunity to thank all the Board members and staff for what has been achieved under the stewardship of Gordon Laurie to strengthen the Association.

DPHA has always been special to me; my first home as a child was in a DPHA tenement. As a Clydebank resident, I know the excellent work that DPHA staff do each day to make a real difference for all our tenants and customers. There are great plans for DPHA with £5 million of investment planned for our homes over the next few years and wider role activities to support our community. A bright future lies ahead for DPHA and our tenants and customers."

Special General Meeting (SGM)



On the 23 September 2020, we held a virtual SGM. Our Chairperson, Craig Edward welcomed everyone to the SGM and explained the purpose of the meeting was to vote on the adoption of the proposed new Model Charitable Rules. The Associations Solicitor, Mark Ewing presented the main changes to the Model Rules, which were also modified in a gender neutral language. Along with 3 proxy votes, all 14 members present voted in favor of the new Model Rules. These will come into effect once registration is approved with the Financial Services Authority.



Here Excellent Accountable Results Together



Beat the chill this winter with support from Home Energy Scotland



If you're worried about your bills, or finding it difficult to keep warm at home, Home Energy Scotland can help you access support to improve things.

Home Energy Scotland is an energy advice service funded by the Scottish Government that provides free, impartial advice to help people stay in control of energy use and save money on their bills. The service has no affiliation with energy suppliers and the team never cold call. Home Energy Scotland can help in a range of ways including:

- Help with making sure you are getting the best energy deal
- Support for households with prepayment meters who are worried about topping up
- Advisors can check eligibility for discounts from energy suppliers such as the Warm Home Discount Scheme under which you could get £140 off your electricity bill for winter 2020 to 2021.

If you are, or someone you know is worried about energy bills, call **0808 808 2282** or email **adviceteam@sc.homeenergyscotland.org** and a friendly advisor will be in touch. Calls are free and lines are open Monday to Friday 8am to 8pm and Saturday from 9am to 5pm.



Win £500 towards your energy bills with Home Energy Scotland!

How good is your energy saving knowledge? Take Home Energy Scotland's quiz to find out. You'll pick up tips to help you save energy and money at home –and if you leave your details, you'll be in with the chance of winning £500 towards your energy bills!

Home Energy Scotland is the free, impartial energy advice service, funded by the Scottish Government. If you're looking for advice and funding to help you make your home warmer, cheaper to run and more energy efficient, give them a call free on **0808 808 2282** or check out the website below. Take the quiz at <http://bit.ly/energy-bills-quiz>

Rainbow Windows

Over the last few months, our office windows at Beardmore House have been brightened-up with rainbow drawings you have sent to us. Aren't the pictures brilliant?

We picked our favourite, produced by Oliver McCarthy, aged 8. Oliver received a gift voucher for McMonagle's Chip Boat from DPHA for taking the time to brighten-up our window. Thank you, Oliver, and to everyone else who sent us their pictures.



Here Excellent Accountable Results Together

RENT SETTING CONSULTATION 2021/2022

We have commenced with our rent increase process for 2021/22 which is due to be applied from 28 March 2021. This year's increase will ensure our rents remain competitive and affordable as well as allowing us to set aside the funds for future investment in the maintenance of our stock, including our planned major repairs spend in the year ahead.

Soon we will be actively seeking your views on the proposed increase, using various methods, and remaining socially distant. All responses received from the consultation will be presented to our Board for consideration at the January 2021 Board of Management meeting.

Your New Staff



We are pleased to introduce our newly appointed Customer Services staff members.

Dougie Wilson – Customer Services Team Leader; Dougie joins the association with a wealth of experience in Housing and comes with a vast knowledge of tenant participation and inclusion. Dougie has worked with many Client groups and is looking forward to working with our tenants and other customers, to continue to deliver and improve upon our customer service standards.

Andy Taggart- Asset Officer; Andy has been with the association on a temporary basis since the start of this year. Many of you will have already met Andy and received your welfare calls from him. We are happy to announce that Andy's role has now been made permanent with the Association.

Jennie Cameron - part time Housing Officer; Jennie joins the Customer Services team on a Wednesday, Thursday and Friday. Jennie comes with an extensive Housing Management background, some of you may have already spoken to her. Jennie looks forward to meeting tenants.

HOUSING OFFICER AREAS

Kimberley Tennant

Burns Street
Dunn Street
Stewart Street
Dumbarton Road 696/ 800 / 804
Pattison Street
Swindon Street

Margo MacPherson

Adelaide Court
Agamemnon Street
Caledonia Street
Glebe Court
Iona Crescent
Dumbarton Road 427 - 623
Shaftesbury Street
Nairn Street/ Place

Care properties:

Ailsa Drive
Riddle Street, School House
Singer Road
258 Dumbarton Rd MTR

Jennie Cameron

The Crescent
Scott Street
Dumbarton Road 340 - 404
Dumbarton Road 824 - 830



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 by calling **0141 435 6537** 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.

Pay Your Rent Over The Festive Season For Peace Of Mind

List of Priorities

Rent

Presents

Turkey

Games



Dalmuir Park
Housing Association
Your Future Our Future



If you are having trouble paying your rent we are here to help.
Don't lose your home this Christmas. Call the staff on 0141 435 6537

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

We currently have opportunities to join our Board of Management 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 Board 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 joining the Board of Management 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

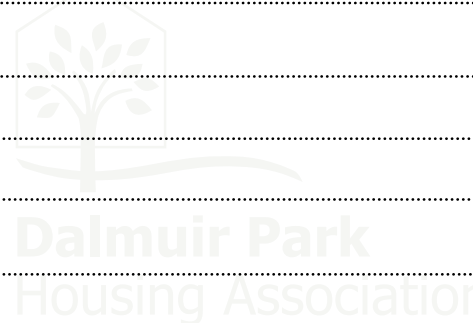
Address

Flat Position

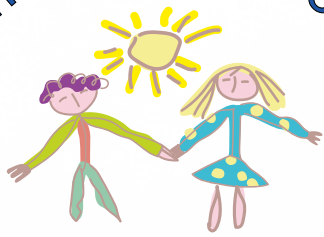
Tel

Email

I would like to contribute towards the management of DPHA and would like more information on becoming a DPHA Committee Member.



Dalmuir Out of School



Care Group



**WORKING OR STUDYING?
LET US HELP!**

BREAKFAST CLUB 7.45AM - 9.00AM
AFTER SCHOOL 3.00PM - 6.00PM
PLAYSCHEME 7.45AM - 6.00PM

GYM HALL ACTIVITIES

Team Games · Badminton
Basketball · Physical Activities

OUTDOOR PLAY

Picnic Area · Den Building
Gardening · Hop Scotch
Skipping · Bug Hunting
Loose Parts Play



Arts & Crafts
CREATIVE PLAY

Housing & Dressing Up Area
ROLE PLAY

Construction Game
EXPLORATORY PLAY

Baking
Computer Access
Homework Area
EDUCATIONAL

PLAYSCHEME

Safari Parks
Museums · Parks
Farm Parks · Zoo's

AFFORDABLE

SAFE

FUN

HAPPY

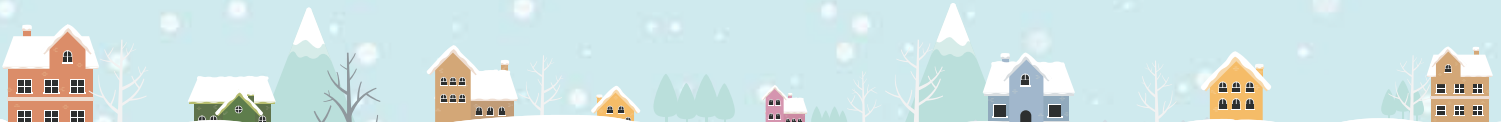
FRIENDLY

FREE PLAY ENVIRONMENT

★ QUALIFIED STAFF ★
★ IN THE HEART OF DALMUIR ★
★ REGULATED BY CARE INSPECTORATE ★

If you require an after-school place and your child will be attending Our Lady of Loretto, St. Stephen's or Clydemuir Primary school please contact Elaine Kelly, Project Co-ordinator on **07495674684** or e-mail **elaine.kelly@dpha.org.uk** or Arlene Dickson, Care Services Manager on **07930 401531** or e-mail **arlene.dickson@dpha.org.uk**

For updates on any of our Playschemes please go to our website **www.dpha.org**.



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DOSCG reopened on the 12 August 2020 with staff and service users continuing to work through the challenges of COVID-19. We have 4 playrooms allowing us to have a 'bubble' for each of the primary schools that we support.

Each school has a bubble of 15 children and 2 staff members (Clydemuir Primary School has 2 bubbles) with each play setting having its own cleaning station where equipment is cleaned after use and put into quarantine.

The staff in DOSCG take their hats off to the children who have attend, as they have adapted extremely well to all the changes implemented due to COVID-19. The changes have had a massive impact on the children as they are no longer in the same room with friends they have made during their time at DOSCG.

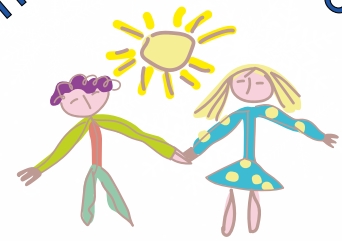


DOSCG SUPER HEROES

...who wants to wash away the virus?



Dalmuir Out of School



Care Group

We continue to provide fun filled daily activities however, some of our activities have been restricted due to COVID-19. Every day is challenge as we help the children to stay safe and follow our new ways in delivering our service. The main thing is the children are still having fun.

Rosie 'Happy to be back as I get to see everyone'

Daniel and Jack 'So glad we are back and seeing each other'

Jamie 'I am happy being back at but miss going into the other rooms'

Layla H 'I feel great as we still get to go outside'

BON VOYAGE



Elaine Pyper (left) and Simone Wallace (right) have left DOSCG to start a new adventure. It was a pleasure working with you and we will all miss you. Thank you for your time and dedication while you worked for us at Dalmuir Out of School Care Group (DOSCG). Best wishes from all your colleagues, children and parents.



NEW STAFF AT DOSCG

We would give a warm welcome to our new Playworkers who recently joined us at DOSCG. Lucie Maclean, Ashleigh Ruthven and Jenna McKay have all settled in well to their new roles.



LIVING DURING THE PANDEMIC 2020



David P Sloan,
Author and tenant of DPHA

 @AuthorDPSloan

It was March 2020 ... The streets were empty, the shops closed, people couldn't get out. A new virus had gripped not just the nation but the entire world.

The WHO deemed it a pandemic.....

But spring did not know, and the flowers began to bloom, the sun shone, the birds sang, the swallows would soon arrive, the sky was blue, the morning arrived early.

It was March 2020 ... Young people had to study online, and find occupations at home, people could no longer go shopping or go to the hairdresser. Soon there would be no more room in hospitals, and people continued to get sick.

But spring did not know, the time to go to the garden arrived, the grass greened.

It was March 2020 ... People have been put in lockdown, to protect grandparents, families and children.

No more meetings or meals, family celebrations.

The fear became real and the days were therefore similar.

But spring did not know, apples, cherry trees and others bloomed, the leaves grew.

People started reading, playing with their families, learning a language, singing on the balcony inviting neighbours to do the same, being supportive and focusing on other values.

People realised the importance of health, of suffering, of this world that had stopped, of the economy that has plummeted.

But spring didn't know... the flowers gave way to the fruit, the birds made their nest, the swallows had arrived.

Its still ongoing being in 2020 having 2020 vision isn't what it's meant to be.

New rules, new guidelines, do this, do that but all to stay safe to protect everyone. I chose to do that, to protect my family and loved every minute of it.

When will this end?

Are we sick and tired of it? I'd rather be safe than sorry.

What am I looking forward too?

Well that's an easy question you see and I'll set it out like this:

2021: - the day of liberation came, people found out on TV, the virus had lost, people took to the streets, sang, cried, kissed their neighbours, hugged and held their mothers and fathers hands. Gave their brothers and sister kisses and cuddles without masks or gloves on.

And that's when summer came, because spring didn't know. It continued to be there despite everything, despite the virus, fear and death.

Because in March 2020 right through to March 2021, Spring didn't know, it taught people the power of life.

Now we hope everything's gonna be fine.

All we have to do is stay home, protect yourself, your family and enjoy life.



FUNDING FOR TECHNOLOGY

We were successful in an application and have received a National Lottery award from The National Lottery Community Fund.

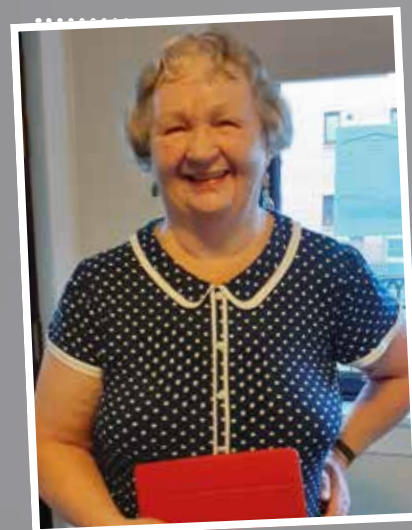


The funding received has been used to purchase 10 Grandpads, 10 tablets and 20 mobile phones, distributed to tenants to enable them to chat to family and friends and to complete online schoolwork during the pandemic. DPHA have also contributed to this by funding a yearly subscription for the Grandpads and a year's Pay As You Go sim card for the mobile phones.

The National Lottery Community Fund, Scotland Chair, Kate Still: said:

“In these uncertain times our priority is to ensure that National Lottery money continues to flow to charities, voluntary sector organisations and grassroots groups. I would like to congratulate Dalmuir Park Housing Association in their award, this is an important project and will support people now and in the future when they can physically come back together to make great things happen in their community.”

SHELTERED HOUSING NEWS



GrandPad by Mrs Tonner

“As someone who had great difficulty mastering a mobile phone the contrast using a GrandPad cannot be compared.

It is essentially ‘idiot proof’ in that it enables access to a wide scope of uses and information including contact with family being able to see as well as speak to them during the present times is very heartening. The amount of games and information that is readily and easily available is a bonus. I in fact find that it can become quite addictive.

The system itself and the people operating are equally helpful and easy to deal with.

I wish to express my appreciation to DPHA for the opportunity to be a recipient for a year”



Farewell to Ann

We would like to thank Ann McColgan and extend our appreciation and best wishes as we bid her farewell. Care Services Manager Arlen Dickson said ‘Ann has been a treasured employee of the Association. Employees like Ann are the epitome of professionalism, I would like to thank Ann for bringing her best to work every single day. Farewell to one great employee from all your colleagues and tenants.



Pastures New

Catherine Lowe recently left us to take up a new interim position at another local Housing Association. Catherine was the Interim Director for two years at DPHA and played a fundamental role in the Scottish housing Regulator ending its engagement with the Association early. We will all miss Catherine and have fond memories of working with her. We wish her well and we hope she has all the success she deserves. Her dedication and work ethic have been an inspiration to us all at DPHA.

Jill Cronin and Jane Hepburn who both worked at Beardmore House also recently left us to take up new challenges. They will all be missed but we wish them all the best for their future adventures.





OUR TENANTS AND YOUR RIGHT TO PARTICIPATE

The Housing (Scotland) Act 2014 gave tenants the right to become involved with their landlords. Effective participation gives tenants an opportunity to influence decisions about the housing services they receive. And it gives landlords better links to the community and the opportunity to work with others.

Tenant scrutiny involves embracing a tenant-centred approach to our landlord activities, which delivers benefits to tenants and communities alike.

There are different types of participation that we actively encourage. We have a Board of Management who meet monthly to discuss the strategic direction of the Association and monitor the performance overall. If you would be interested in joining the committee or would like further information then please contact Lesley Gillespie on 0141 952 2447 Option 1.

We consult with you annually on the rent increase and ask for your comments and thoughts. We send a letter with an information booklet and welcome feedback in a number of ways to suit your preference.

We hold an AGM in September each year. We invite along all of the new tenants from the past year and our current shareholders to join us and hear how the association has performed in the previous year and what we plan for the year ahead.

We would normally have our Annual Return on the Charter to the Scottish Housing Regulator issued to you by the end of October however, this year an extension has been given on the deadline date and the booklet will be with you by 31 December 2020. This information booklet is packed with performance figures and comparisons with other local landlords and gives you a true indication how we are performing amongst our peers.

In addition to this we publish an Annual Assurance Statement to the Housing Regulator, our tenants and shareholders. The assurance statement provides assurance that their organisation complies with the relevant requirements of the Regulatory Framework.

Dalmuir Park Housing Association always wants to hear your thoughts and how we can improve and you don't need to wait until we ask for your feedback you are welcome to give your comments, views and thoughts at any time by the following methods:

Telephone: 0141 952 2447

Email: admin@dpha.org.uk

Website: www.dpha.org

**You can also follow us on twitter @
[dalmuirha](https://twitter.com/dalmuirha)**



Delivering our Customer Services

Since the 23 March this year, our offices have remained closed to the public. We have had to change the way that we deliver our services to you as Beardmore House staff continue to work from home. Here are some of our highlights:

22



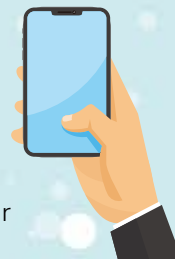
22 Properties let and where possible we are using video calls for some things like viewings

3000
Calls



Over 3000 calls made to our general needs tenants

191
Calls



191 calls made to our sheltered tenants

145



Emergency Repairs

145 emergency repairs have been carried out

429



429 Gas Safety Checks have been carried out, meaning we have met our legal requirements, so a big thank you to our tenants for allowing us access

492



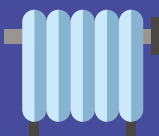
Non-emergency Repairs

492 non-emergency repairs have been carried out

INVESTMENT PROGRAM

In the remainder of **2020/2021**, we are planning to carry out the following pre-planned investments which had to be postponed due to COVID-19, it sure will be a busy end to the year! We will be:

Completing the **Electric Heating** replacements at The Crescent. The contractor is BRB Electrical Services, who just have a couple of installations left to complete before they leave site.



Continuing to upgrade **Smoke alarms** and **heat detectors** in all properties. Hiflow will be carrying out smoke alarm upgrades to 560 properties this year as per the Scottish Government's guidance, BRB have already upgraded 37 properties in the Crescent as part of the electrical heating upgrade.



Replacing **Gas Boilers** in 48 Properties. 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. James Frew will be carrying out this work.



Renewing **Bathrooms** in 43 Properties and installing 48 **Kitchens**. Our contractor MCN will be working on both the Kitchen & Bathroom upgrades. Surveys have already started in mid-November with a proposed install date of early January 2021.



Upgrading **Windows** in 25 properties at Adelaide Court will be undertaken by Sidey. We will contact you to advise when the surveys will start and the program details to suit both the contractor and you.



Undertaking **Stonework** repairs to 10 properties and 4 commercial units. A stone repair contract is planned for 824 / 830 Dumbarton Road. We still need to procure this contract and involve all owners affected.

Commencing **Seagull Prevention** at Scott Street to Stewart Street. The work carried out to the roof points will deter gulls from nesting there next year.



Unfortunately, the **Back-Court improvements** have been postponed until next year but expect to hear from us in 2021 if your back court is planned!



Here Excellent Accountable Results Together

Winter is Coming

Be prepared

WINTER - Be prepared

The cold spell is upon us once again. However, there are many ways you can help prevent the cold weather causing damage to your home and your belongings.

Keep Your Home Warm

As the temperature drops outside, avoid frozen pipes inside and any potential damage to your home by keeping your home reasonably warm day and night. During cold weather it can be cheaper to keep your heating on at all times at a lower temperature.

Be Prepared....

Make sure you know where your water stop valve is so this can be turned off in the event of any problem. Make sure to keep your emergency repair details handy, these can be found in your newsletter.

Ceiling Bulge

When there is a water leak, water tries to find the easiest way out, which can be through the ceiling downstairs! If this happens to you, place a bucket under the bulge in the ceiling and gently pierce a small hole in the ceiling bulge to allow the water to drain through. This will prevent the ceiling from bursting and falling down and cause less damage to your home.

For A Burst – What to do!

1. Turn off the water at the stop valve.
2. Switch off the electricity at the mains.
3. Switch off any water heaters.
4. Switch off the central heating.
5. Open all taps in sinks and baths, making sure plugs are out.
6. If possible, collect water in pots for flushing the toilet and washing.
7. Call the emergency plumber on **0141 944 6060**
8. Warn neighbours who could also be affected by the burst.
9. Notify the Association as soon as possible.

Pipes Are Frozen But Not Burst?

1. Turn off the water at the stop valve.
2. Open all taps in sinks and baths, making sure plugs are out.
3. If possible, collect water in pots for flushing the toilet and washing.
4. Call the emergency plumber 0141 944 6060

Support for our Community living through COVID-19

West Dunbartonshire Council - Crisis Support Referral - Just text the word 'help' to 07800 002 582

If you need extra support or know anyone else in the community that does. This will include those who are:

- Self-isolating
- Over the age of 70
- In receipt of a letter from the NHS advising you are high risk
- Medically vulnerable according to the government criteria
- Single parents

Working for U at West Dunbartonshire Council - 01389 738296

You can obtain support for the following from Working 4U:



- community based learning – this ranges from non-vocational/family support to vocational qualification in a range of topics
- employability – improving skills, seeking, and securing work

Virtual Employability Hub

<https://www.west-dunbarton.gov.uk/jobs-and-training/working4u/get-in-touch/>

- welfare/debts – maximising income from benefits and managing debt support people affected by cancer

Self-Isolation Support Grant - <https://www.west-dunbarton.gov.uk/coronavirus/self-isolation/>

People on low incomes will be eligible to receive a new £500 grant if asked to self-isolate.

West Dunbartonshire Council support and advice on Self-Isolation <https://www.west-dunbarton.gov.uk/coronavirus/self-isolation-help-and-advice/>

Salvation Army 28 Sylvania Way South Clydebank - 0141 941 1353

Emergency assistance includes supporting -

- People who are homeless
 - Families in need
 - Unemployed
 - People suffering illness
 - Those with benefit delays
 - Wednesdays - 1.00pm
- Emergency foodbank



Food for Thought

Food for Thought provide emergency food aid parcels to anyone who requires it. They will accept self-referrals or agency referrals. They can be contacted by any of the following routes:

- 01389 743908 daily, 10am - 5pm.
- admin@foodforthoughtwestdun.co.uk
- Facebook Messenger (<https://www.facebook.com/foodforthoughtdumbarton/>)
- Food for Thought local distribution centres are as follows:
- Monday's, St Stephens Chapel Hall, Park Road, Dalmuir 11.30am - 1.30pm.
- Thursday's, St Andrews Church, Kilbowie Street, Clydebank - 11.30am to 1.30pm

Old Kilpatrick Food Parcels

Old Kilpatrick Food Parcels help any resident of Old Kilpatrick, Bowling & Dalmuir, without the need for a referral. Their distribution venues are open every Wednesday:

- Old Kilpatrick - Bowling Church Hall – 12pm to 2pm
- Bowling - Snack and Shop – 12.30pm to 1.30pm
- Dalmuir - Barclay Church – 12pm to 2pm

Facebook page for up to date information <https://www.facebook.com/Old-Kilpatrick-Food-Parcels>

Emergency Food Aid - West Dunbartonshire Community

West Dunbartonshire Community Foodshare provide emergency food aid parcels to anyone who requires it. They will accept self-referrals or agency referrals. Anyone requiring support should contact them:

- Tuesday to Friday - 10am and 3pm - 01389 764135
- Local West Dunbartonshire

Community Foodshare food distribution centres are as follows:

- Fridays, Hub CE Centre, Clydebank, 1pm – 2.30pm.

These are drop-in sessions and no referral needed.

If you are unable to attend one of these centres and still require emergency food

support, please call them on 01389 764135 to discuss your individual needs. They may be able to deliver in exceptional circumstances only.

Facebook page for up to date information <https://www.facebook.com/West-Dunbartonshire-Community-Foodshare>



DO YOU NEED SOME BENEFITS ADVICE?

You can get benefits advice by phoning:

Universal Credit on **0800 328 5644**

or at **www.understandinguniversalcredit.gov.uk/coronavirus**

- Independent Resource Centre on **0141 951 4040** – for personal advice on benefits for you and your family, help with rent, mortgage advice etc.
- Citizens Advice Bureau on **0141 435 7590** - for personal advice on benefits for you and your family, help with rent, debt etc.

Social Security Scotland launched a new benefit, *Job Start Payment*, on 17 August 2020

This new benefit is designed to support young people in Scotland to get into work after being unemployed. Job Start Payment was due to launch earlier this year but given the circumstances it was postponed. This £250 payment for 16-24 year olds (rising to £400 for those with children) will help young people who have been unemployed for 6 months or more and have been offered a job.

Who can claim? A person must meet all of the following criteria:

- 16-24 years old (or a care leaver 16-25 years old)
- Live in Scotland on the day of the job offer.
- They have a job offer for paid employment.
- The job must average 12 hours or more per week, over a four week period (it doesn't need to be a permanent job).
- They have been out of work and in receipt of a qualifying benefit for six months or more, or if a care leaver out of paid work and in receipt of a qualifying benefit at the time of the job offer (care leavers do not need to be in receipt of a qualifying benefit for 6 months).
- Be given an offer of employment after 17th August 2020 (the start date of this benefit)
- Can apply up to three months after getting their job offer and the payment can be used for things like clothes, tools, travel etc.



Job Start Payment.

Get £250 to turn into anything you need for a new job.

Now open for applications



To apply or for more information, go to **www.mygov.scot/benefits** or call **0800 182 22 22**



Young Carers Grant by Social Security Scotland celebrates first anniversary of launch

Young people aged 16-18 are often at a transitional point in their lives as they move into the adult world. They may be finishing school, getting a first job, undertaking further study or taking up new opportunities. For many young adults with significant caring responsibilities, their opportunities may be limited by their caring role. The aim of the grant is to help young people improve their quality of life and take part in opportunities that are the norm for other young adults.

The grant pays £305.10 to those eligible and can be applied for each year providing the young carer is still within the 16-18 year old bracket and meets the eligibility criteria (provides unpaid care for someone on a certain disability benefit for at least 16 hours each week).

Evidence shows that young carers have poorer physical and mental wellbeing than non-carers, and are more likely to live in the most deprived areas and experience social isolation.

- Young carers are more likely to live in an area of multiple deprivation – 3.1% of young people aged under 25

living in the 20% most deprived areas in Scotland are carers compared with 1.7% in the least deprived areas.

- 28% of young carers living in the most deprived areas care for 35 hours per week or more; compared with 17% of carers living in the least deprived areas.
- 22% of younger carers (aged under 25) have a long-term condition or disability. This is twice the rate for non-carers (11%) (Scotland's Carers, 2015).

To find out more or apply online at <https://www.mygov.scot/young-carer-grant/> or call 0800 182 2222



PURPLE ALERT

A COMMUNITY MINDED APP FOR PEOPLE WITH DEMENTIA IF THEY ARE MISSING



If you're caring for someone with dementia or if you simply want to be part of the community helping to find missing people with dementia, please download Purple Alert on alzscot.org/purplealert and create a profile.

Purple Alert is a free app designed by people living with dementia and carers, Alzheimer Scotland staff, Police Scotland, Dementia Friends Scotland, Health and Social Care Partnerships and Telecare Services.

The app allows the carer of a person living with dementia to alert the community if the person in their care is missing. The Purple Alert community would then get notified and can help finding the missing person.

Purple Alert also provides a range of resources to help you go out safely and independently.

Alzheimer Scotland designed 3 toolkits (available in the app or on the website) which offer simple step by step advice for families and the Purple Alert community. The toolkits are divided into Preventative, Emergency and Reflective to advise before during and after a missing occurrence.

To discover more and to download the app please visit alzscot.org/purplealert

Please note: if someone is missing, phone 999 immediately.

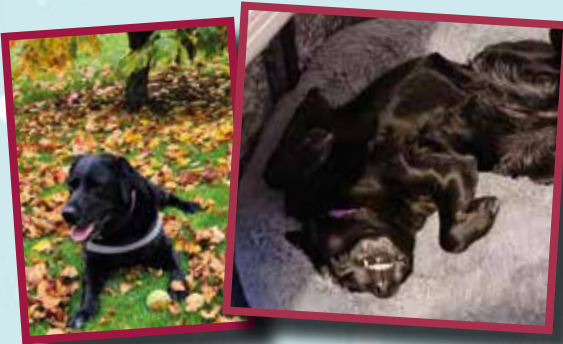


PETS CORNER

For staff working from home, their pets have been their new work colleagues... here are our little helpers...

Cara Brown

I love going to the park with my Mum and then keeping her company while she works.



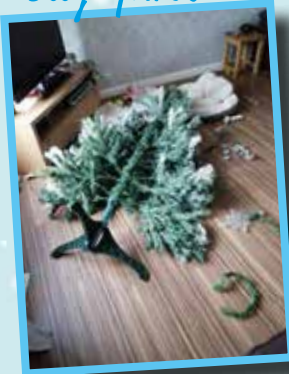
Helping mum is just exhausting!



Loki, Millie & Ajax Greenlees

We all love walks on the beach and a big muddy puddle

Olly Yates



It wasn't me



I have no idea ...

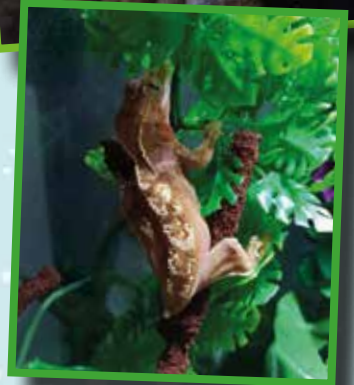
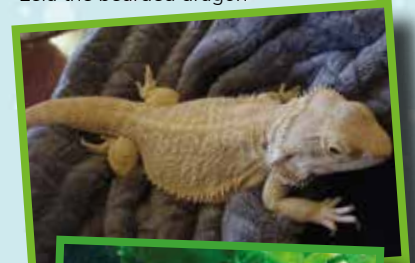
Archie Gillespie



All snug at Auntie Lesley's

The MacPherson clan...

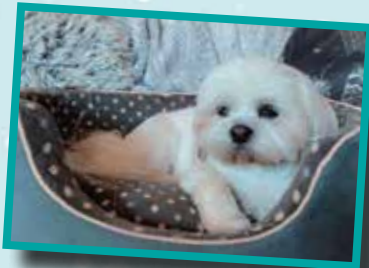
Leia the bearded dragon



Nala the gecko

Lola

Too much like hard work



Shiro

Helping mum at work



Scobby Cameron



Who loves to bark ... at anything

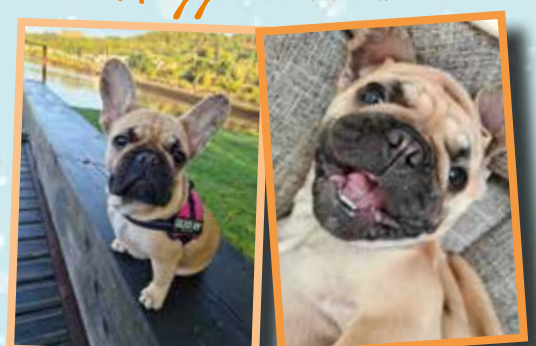
Sunbathing in his favourite spot

Lilly Cameron



Defender against Postmen, Delivery drivers and cats

Maggie Tennant



All ears for Auntie Kim

Looks cute but snores very loudly



SUPPORT COMMUNITIES DURING LOCKDOWN

Dalmuir Park and Trafalgar Housing Association have revealed the scale of their efforts to support their communities during the coronavirus lockdown.

The two West Dunbartonshire Associations have completed a mammoth effort to help their neighbourhoods combat the health emergency, both swinging into action quickly focusing on older and isolated tenants but also helping families – many of whom had their lives turned upside down.

Now, Dalmuir Park and Trafalgar, which jointly applied for Scottish Government cash to fund their pandemic helping hand, have spoken of how they were “privileged to help”.

The help, which came about thanks to funding of £21,000, ranged from distributing activity packs to people’s homes and even extended to supplying fish suppers to Dalmuir Park’s sheltered housing tenants.

Staff even came out to deliver items to tenants while taking care to protect themselves and householders from the virus.

The full list of help delivered included: 209 children from both associations were helped along with 206 older tenants. Games and toys were issued to the youngest tenants suitable for a range of ages. Puzzle books and fish suppers were provided for older tenants along with activity packs including home baking kits and jigsaws

Anne Marie Brown, Chief Executive of Dalmuir Park Housing Association, said: “The last six months have undoubtedly been the most challenging many of us have ever lived through. The pandemic has touched so many people in our community and thrown countless lives into chaos.


“Dalmuir Park is proud to have played our part in distributing items purchased with Scottish Government funding which has helped ease the difficulties so many people have faced.

“With our strong local connections that we have along with our fellow housing association at Trafalgar we were ideally placed to carry out this important role.”

Paul McShane, Director of Trafalgar Housing Association, added: “Working together with Dalmuir Park, we were able to bring some relief during the difficult lockdown months and I want to thank the staff for their truly incredible efforts in making this happen. The work both carried out in recent months illustrates the important role community-based housing associations have in going far beyond just collecting the rent and carrying out repairs. We greatly value the part we play in our community and are always here to help.”

This article first appeared in Scottish Housing News, 20 October 2020.

David P Sloan,
Author and tenant of DPHA

 @AuthorDPSloan



WEST DUNBARTONSHIRE COUNCIL ENERGY ADVICE SERVICE

West Dunbartonshire Council Energy Advice
Service offers **FREE** energy advice to all residents,
homeowners and private tenants living in the West
Dunbartonshire area.

Fuel Poverty

Are you in fuel poverty? You are deemed to be "fuel poor" if you spend 10% or more of your income on your household fuel. Fuel Poverty results from a combination of having poor energy efficiency in your home, low income or high fuel costs. WDC Energy Advice Officer can assist with all aspects of fuel poverty, if you have any problems they may be able to help you.

Fuel Issues - WDC can offer help and guidance on all aspects of domestic fuel related issues such as cutting down on fuel bills, understanding your bills, choosing a supplier, payment methods, arrears and debt, reading meters and keeping you warm in your home.

Home Visits - Free home visits can be carried out if required, this enables tailored advice to be offered to each individual depending on their needs and circumstances.

Heating Advice - WDC offer advice and guidance to make sure you use your system more efficiently.

Grant Aid - WDC can organise grants to increase property insulation levels and help with heat retention.

Community - Our Energy Advisor is available for talks and training to groups on any issues related to energy advice.

Further information is available via the following websites:

<https://www.west-dunbarton.gov.uk/housing/maintenance-repairs/energy-advice/>

<https://www.west-dunbarton.gov.uk/housing/maintenance-repairs/energy-advice/fuel-poverty/>

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



Here Excellent Accountable Results Together



GARDEN COMPETITION 2020

Well done to all everyone who took part in our annual garden competition. Once again, the variety of beautiful gardens and balconies made it difficult for our judges to pick the winners.



CONTENTS INSURANCE

What do fire, water ingress and break-ins have in common? They all have the potential for bringing devastation to your life emotionally and financially. For this reason, we would like to stress the importance to all residents to ensure that your home is adequately insured.

The Association will carry out repairs within tenanted properties that are covered by rent or building insurance however this does not include your own personal items.

Door locks, plasterboard, worktops YES. Carpets, furniture, cookers, wallpaper, clothes NO! Remember accidents do happen!



HEAT AND SMOKE DETECTORS INSTALL

An important part of ensuring that your home is safe is working heat and smoke detectors.

Over the past year we've started to install smoke and heat detectors in our homes help protect our tenants from the risk of fire. This work needs to be completed in all properties by the end of February 2021 – this includes all residential properties not just our own.

The smoke and heat detector system in your home should have a smoke detector in each hall or landing, a smoke detector in the living room and a heat detector in the kitchen.

It is really important your home has these smoke and heat detectors installed for your own safety. Our contractor Hi Flow will contact you to arrange for these works to take place. The work is non-evasive in most cases and completed in a couple of hours.

Please be assured, the safety of our customers and staff is always our top priority. All staff who visit your home will maintain strict health-and-safety practices and use the appropriate PPE and carry ID. Please follow any requests or directions they may have to keep you and them safe.

For more information please see the Scottish Governments website at: <https://www.gov.scot/publications/fire-and-smoke-alarms-in-scottish-homes/>

IS YOUR NEIGHBOUR LIVING IN THEIR HOME?

Recovery of abandoned homes is crucial in satisfying the high demand for housing we experience each year. If you believe that a tenant is not staying in their home and has abandoned it, please contact us in confidence on **0141 952 2447; Option 2** or email admin@dpha.org.uk.



KIDS COLOURING



UPDATE FROM SANTA

We have had some brilliant news from Santa himself. Santa has told us that he has had it confirmed that he is exempt from all the COVID restrictions so he will definitely be flying above our skies as usual in the wee hours of Christmas morning. The reindeers are fit and well, the sleigh has had its yearly service and the Elves have been busy. Santa also told us that he has managed

to get some extra android mobile phones and tablets and some gift vouchers this year and he has asked DPHA if we can deliver them for him before Christmas. Is this not great news. By the time you read this newsletter, we should have delivered these items to some of our families. Thank you Santa and we look forward to seeing you on the 25th.

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.

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.

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.

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 5pm

Dalmuir Park is registered charity no. SC033471
When you have finished with this newsletter please recycle it.

