

OFFICE CLOSURE

Our office will be closed for the following public holidays:

- **May Day Holiday**
Monday 03 May 2021
- **Spring Holiday**
Friday 28 May 2021 and
Monday 31 May 2021

Trial Office Closure

Thursdays 10.00am to 12.30pm

We will be closing our office (virtually for now) to the public from 10:00am to 12:30pm each Thursday morning with effect from 1 April 2021. As well as catching up our electronic filing, this will allow us to hold staff meetings, carry out organisational training and allow staff to complete health and safety training.

We plan to trial this arrangement for three months to see how it works for you, therefore we would appreciate any feedback you have on this change to our service by contacting Lesley Gillespie on 0141 952 2447, Option 1 or emailing lesley.gillespie@dpha.org.uk

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

RENT INCREASE AND SERVICE REVIEW - **P4**

ENTER OUR GARDEN COMPETITION - **P8**

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BON VOYAGE ... AND THANK YOU!

Two of our Board members recently retired from DPHA. Matthew Reid retired as Vice Chair after serving on the Board since September 2018, when he was first appointed by the Scottish Housing Regulator. We were fortunate that Matthew agreed to extend his time on the Board beyond his statutory duties and continued to serve until January this year. Robert Murray, a local Board member, also retired last November after serving over two years on the Board. We wish both Matthew and Robert the very best wishes for the future and thank them both for their valuable contributions.

BOARD MEMBERS ... A WARM WELCOME

Following another successful Board recruitment campaign, we are delighted with the response we have received, and we have managed to recruit three new Board members. We also have another few candidates going through the recruitment process who should help meet our future succession plans for the Board.

We would like to offer a warm welcome to the three new Board members who recently joined the Board of Management. Gemma Connell and Nicola Gerrard were appointed to the Board as Casual Members to fill the two vacancies we currently have and the Board also Appointed Gavin Waddell directly onto the Board until August 2022.

All three new Board members bring a wealth of housing knowledge and experience with them and we look forward to working with them.



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

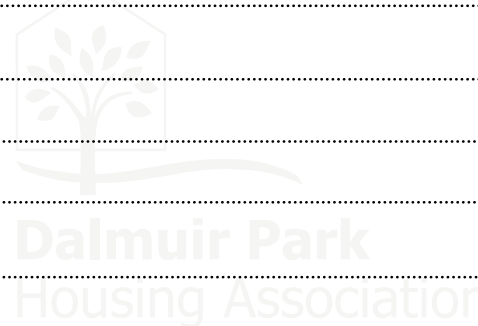
Address

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.



HELLO EVERYONE AND WELCOME TO OUR SPRING NEWSLETTER

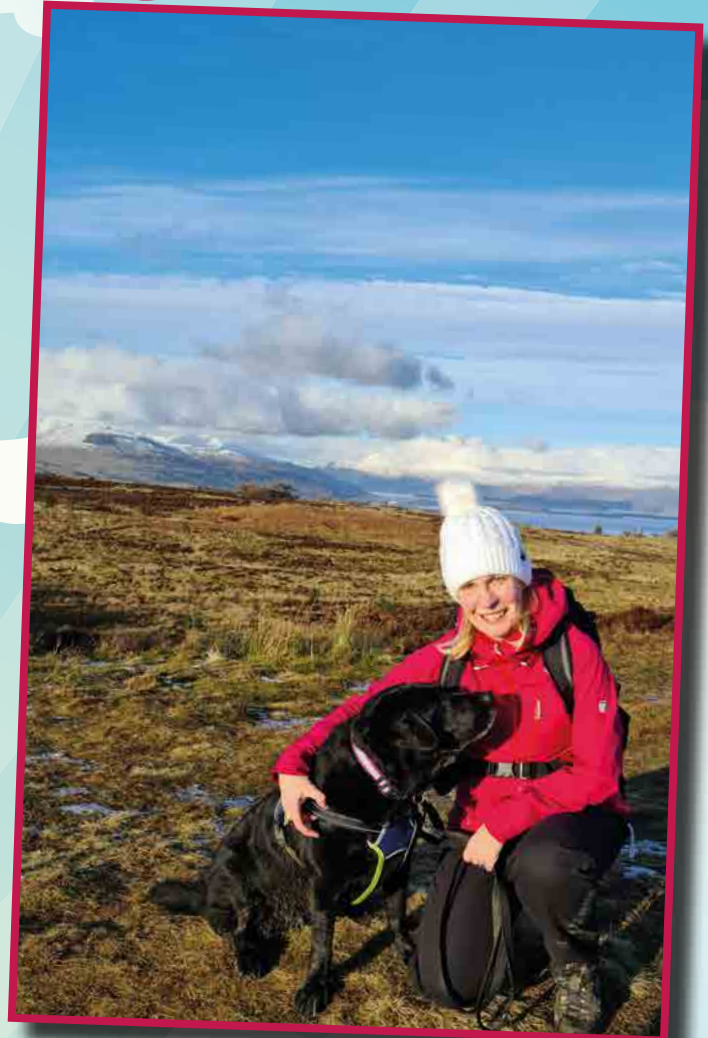
Personally, I love the springtime. I love the brighter and longer days; the flowers blooming and the signs of new life and beginnings all around us. I think springtime this year feels more significant as it is bringing with it hope of new beginnings and hopefully a reduction in the restrictions we have all been living with as the vaccination programme continues to be rolled out.

At DPHA we are looking forward to the time when we can return back to working out of Beardmore House and hopefully opening our doors again to our customers. We won't be able to do this until the stay-at-home restrictions are lifted and non-essential offices are allowed to re-open. In the meantime, staff who would normally work out of Beardmore House will continue to work from their homes.

Since we published our last newsletter we have been working away setting our new Budget for 2021/22 and preparing a new Business Plan for 2021/24. Our investment programme for the year ahead has been approved by our Board and we are waiting on the easing of current restrictions before we can start the works we have planned for 2021/22 and catch up on non-emergency repairs. You will find more details about our plans in our newsletter.

Since our last newsletter we have been really fortunate in being able to secure extra funding on behalf of our tenants, families and children from Cash for Kids, Communities Recovery Fund and Connecting Scotland. We have also managed to secure funding to employ a Tenancy Sustainment Officer, jointly with Clydebank & Knowes Housing Associations. Hopefully, you will enjoy reading the articles in the newsletter about how our tenants and their families have and can benefit from the recent funding we have been given.

As springtime arrives, I am glad that the winter months are behind us. Like many people I found the long, darker days difficult. Not being able to see loved ones has been hard; having walk by door visits to my parents hasn't been easy, and there's been the despair of essential only visits to a family member living in a care home. However, I'm blessed to have my health and I've taken the opportunity to get the walking boots on as much as possible in my time off and go walks up into the local hills with my dog, Cara. I've seen parts of West Dunbartonshire that I've never seen before and that's



Anne Marie & her dog Cara up Stonymollan Walk

been good and something I'll want to keep up when restrictions lift.

I hope you are all coping as best as you can with the current situation we are all living with. Please remember, the staff at DPHA are here to support you. Lift the phone if you want to talk to us or drop us an email and we'll get back to you.

Keep staying safe and well and hopefully it won't be too long before we are all offered our vaccinations.

Very best wishes,

Anne Marie Brown

Chief Executive



RENT INCREASE AND SERVICE CHARGE REVIEW

We recently completed our consultation process about our proposed rent increase and review of our service charges for 2021/22. 64 people took part in the consultation either through phone consultations or online through Survey Monkey. Our Board has considered all of the responses, particularly in relation to affordability where 80% of our tenants who responded agreed their rent represented good value for money and 75% of tenants thought the proposed increase was about right.

Our Board is very aware that there is a fine balance between ensuring our rents are affordable and making sure that we have the funding we need to invest in your homes and provide essential services. We have big plans for 21/22 and in addition to catching up on the delayed investment works from last year (due to COVID-19 restrictions) we will be delivering the following projects: kitchen & bathroom replacements, central heating upgrades, heating replacement at The Crescent, window replacements, roof replacement at Adelaide Court along with upgrading smoke alarms/heat detectors and upgrading the alarm system at our Sheltered Housing complexes. Hopefully there will be no more delays due to Covid.

A rent increase of **2.0%** has now been agreed and will be applied to rents from 28 March 2021.

The table below details the proposed monthly service charges for 2021/22. The service charges are based on the 2019/20 costs. These costs are included in the total rent you pay each month.

Service Charge	2020/21	2021/22	Change
TV Aerial maintenance	£0.64	0.45	-£0.19
Door Entry Systems	£0.45	£1.07	£0.62
Communal Fans	£4.64	£4.64	£0.00
Estate Management	£11.26	£20.80	£9.54
Stair Cleaning	£16.06	£15.43	-£0.63
Stair lighting	£4.50	£5.69	£1.19
Housing Support (Sheltered Housing)	£170.35	£188.97	£18.62

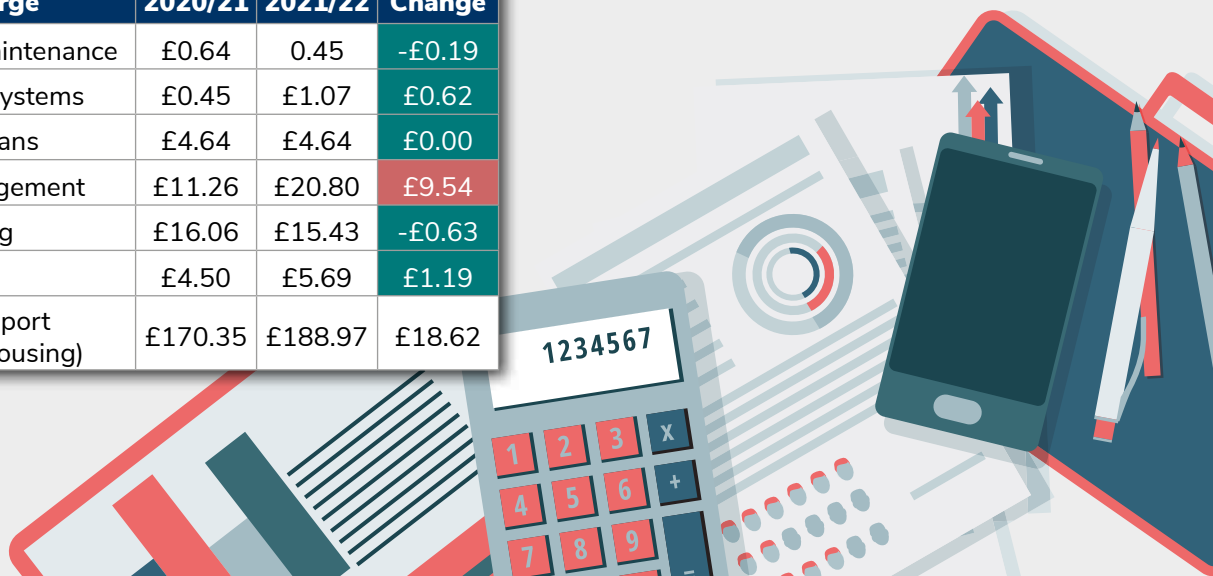
The estate management service charge has increased by £9.54. This increase covers the cost incurred during 2019/20 for tree pruning, additional ground maintenance, hanging baskets, fly tipping and pest control. The charge for tenants and customers is based on last year's expenditure and these costs are closely monitored and are continually under review.

Please remember that if you currently receive **Universal Credit** you **must** update your claim through your on-line portal on or very shortly after the 28 March 2021. It is **your** responsibility to update your housing costs, and any delays could result in rent arrears.

If you currently receive **Housing Benefit** we will notify West Dunbartonshire Council Housing Benefit Team of this increase. However, you should also contact them to update your claim to ensure that you are receiving the correct level of housing benefit. Their telephone number is **01389 738555**.

Finally, if you pay by **Direct Debit** we will advise your bank of the revised amount. If you pay by **Standing Order** you should contact your bank to amend the payment details.

If you are worried that you cannot pay your rent, then we are here to help. Please do not leave it until you are in difficulty. You can contact your Housing Officer at the office on **0141 952 2447; Option 2** as soon as possible and they can help to make sure you are claiming all of the benefits you are entitled to or refer you to our tenancy sustainment officer Nikki Quinn or other agencies for financial support and assistance.



THE RESULTS ARE IN - SATISFACTION SURVEY 2020 - 2021

During 2020 -2021 an independent company surveyed 184 tenants. This represents over a quarter of our tenants.

We are delighted that:




98%
of tenants are happy with the overall service we provide


100%
of tenants say that they have lots of opportunities to get involved in decision making



98%
of tenants feel that they are kept informed about our services



96% say that the rent they pay is value for money and that they are happy with the quality of their home




90% reported they are happy with the overall repairs service and **94%** with the management of the neighbourhood. This lets us know we have more work to do to continue to improve in these areas.

FIND OUT YOUR 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

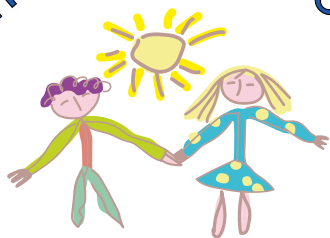
WHY NOT JOIN OUR TENANT PANEL

Would you like to be more involved in the decisions we make? If you would like to share your thoughts and ideas about our services, we want to hear from you. Now is a great time to get involved in our Tenant Panel, as we are making some changes to shape the panel around more of our tenants' needs and interests.

Panel members help to inform us on areas such as our rent consultations and our annual report to tenants. If you would like to be involved or find out more information, contact your Housing Officer on 0141 952 2447; Option 2 or email admin@dpha.org.uk



Dalmuir Out of School



Care Group



FIREWORKS FUN

Lucie MacLean (Playworker) completed a session with a small group of children on Fire Works Safety followed by a fire work activity, the children loved it!



A big **THANK YOU** to the Café Manager, Karen at our local Asda store for providing and delivering a goodie bag for all the children.



Keeping your kids safe at Dalmuir Out of School Care Group

On the 2 March 2021 it was announced by the Scottish Government that all primary school children will also be able to return to regulated childcare, including after school and breakfast clubs.

We have spoken to parents and identified the need for the service to re-open in line with the Scottish Government announcement on Monday 15 March 2021.

Information on changes that remain in place to keep your child and staff safe.

- Children and staff will remain in their school bubbles.
- **Staff** will be supplied with adequate PPE. (gloves, aprons, and face coverings).
- **Staff** will wear face coverings when supporting your child.
- **Staff** will always comply with the 2-meter distance rule.
- **Staff** have completed personal and environmental risk assessments.

- **In an emergency where 2-meter distances rule cannot be maintained, staff will support your child by wearing full PPE.**
- **Children** will be encouraged to wash their hands when entering any of the play areas.
- **Parents** are requested to drop off and pick up their child from the front door of the building, a member of staff will be on duty at the reception area to sign your child in and out.
- **Parents** are requested to comply with the 2-metre distance rule, when dropping off and picking up their child at the entrance of the building.
- **Parents** are requested to follow the one-way system in place at the front entrance of the building, by entering the front door by the stairs, and using the ramp to exit.

If you require further information, please contact Elaine Kelly, Project co-ordinator on 07495674684 elaine.kelly@dpha.org.uk or Arlene Dickson, Care Services Manager on 07930401531 arlene.dickson@dpha.org.uk

WELCOME BACK

DECORATIONS, ELVES AND A PARTY

When the naughty Elves arrived, they got up to no good every day on the lead up to Christmas! They messed up our snooker table, our Christmas tree, and ate all of our cereal!



Our very own little Elves were hard at work making and decorating Christmas decorations for the DPHA sheltered tenants, along with Christmas cards handwritten by the children. One of our Sheltered tenants said **“Receiving the decoration and Christmas card from a child, made her Christmas as she was unable to see her own grandchildren due to lockdown restrictions”.**

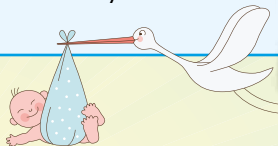
A BIG THANK YOU TO SANTA!

A few of the children said, **“this is the best day ever!”** Because they got a happy meal for their Christmas snack. The children enjoyed playing party games, winning Christmas themed prizes and going home with their selection box. Finishing the day with a flying visit from Santa, who was checking who had been naughty or nice!



Congratulations

to Briony Carline (Playworker) and family on the safe arrival of their baby son Jaime.



PAYING RENT – WHY IT'S IMPORTANT

Your rent payment is due on 28th of each month. You can pay by which ever method however suits you - weekly, every two weeks or monthly as long as you pay in advance.

It is important that every tenant pays their rent and that it is paid on time so that we can provide you with the best possible housing services.

We use the rent and service charge money we receive from tenants to provide the services to you and to carry out improvements to your home and the local area. Another reason why it is vitally important you keep your payments up to date.

So please remember that your rent needs to be paid in advance - This means paying your rent on or before the 28th of each month

for the month ahead.

If you are unable to pay before the end of the month (due to the way you are paid) we can even assist you with setting you up a repayment arrangement to ensure your rent is paid as per the terms of your tenancy agreement.

If you are not paying in advance yet, or struggling to pay your rent? Please contact your Housing Officer on **0141 953 2447, option 2** as soon as possible. We can set up a repayment plan and give you advice if you are worried about your rent.

For ways to make payment; see the back page of this newsletter.



MEET OUR NEW SHARED TENANCY SUSTAINMENT OFFICER

DPHA are delighted to introduce Nikki Quinn, our newly appointed Tenancy Sustainment Officer (working in partnership with Knowes and Clydebank Housing Associations).

Nikki can offer assistance in many areas, some of which include the condition of your home, decoration, fuel poverty, community care grants, crisis grants, welfare assistance & food parcels. She also works in conjunction with other agencies such as; working4u, recycle rooms and organisations who can offer befriending services, especially helpful for those feeling lonely during the current Covid 19, stay at home lockdown restrictions. There is a lot of support and

assistance available that you may just not be aware of.

Nikki has been successful in securing additional funding for supporting our tenants recently with their winter fuel expenses. She secured £1470.98 in fuel vouchers for our tenants who were experiencing financial hardship.

Please contact your Housing Officer if you would like us to make a referral to Nikki (Tenancy Sustainment Officer) on your behalf or contact Nikki direct on **0141 941 4326** or **07494170426**.



Why not enter our 2021 Garden Competition?

How would you like to take your mind off the COVID-19 blues..... LETS GET GARDENING...!!

It is that time of year again, when we are hoping, you will be thinking what bulbs you will be planting soon. We love to see the beautiful array of flowers in bloom in the summer months and this is the perfect year to get out and about the garden, or maybe even take up gardening as a new hobby!

We are always delighted with the hard work our tenants put in year in and year out, which results in a very high standard of gardens and beautiful balconies. We appreciate all the effort that goes in and as

always, we are very proud of the sheer dedication shown.

This year we would like to encourage more tenants to enter our competition and show us the 'wow' factor. Please let us know if you have any exciting ideas planned for this year.

There are some great prizes to be won in this year's competition too...up to £50 of fabulous B&Q vouchers – just think how that could help with the already wonderful work you do..!

The categories are as follows – Best Garden, Best Balcony and Best Improved Garden.



Good Luck and may the best garden win...!!

FIND OUT ABOUT OUR REPAIRS & ONGOING COVID RESTRICTIONS

You will be aware from Scottish Government announcements that from Tuesday 5 January, mainland Scotland moved to Level 4 lockdown, with the requirement to stay at home except for essential purposes. Our office is therefore closed and staff are working from home.

During this period, DPHA is only permitted to carry out **ESSENTIAL EMERGENCY** repairs inside tenants' homes, i.e. where failure to do it could threaten the household's health and safety.

We are continuing to record non-essential repairs reported to us and these will be carried out when safe to do so i.e. when Lockdown is eased to a lower level and our normal service is resumed. We are closely monitoring the situation and keeping close contact with our contractors in relation to service availability.

It is expected that COVID precautions will be required for some time after we leave lockdown and that this will impact on the speed at which our operatives and contractors can work. This may affect the length of time needed to address the backlog.

While we remain in lockdown, we expect to receive additional repair requests to those already recorded. These will be triaged as normal, allocated a priority and addressed in turn. It may be several months before we are able to achieve anything like the average response time of 3.6 working days for routine repairs that tenants previously enjoyed. We thank you for your patience and understanding, while keeping everyone safe and adhering to the government's guidelines as they change.

To report a repair Monday to Friday between 9:00am and 5:00pm please call our office on **0141 952 2447, option 2**. To assist with call volumes and waiting times you can also report a repair by email to maintenance@dpha.org.uk.

For any emergencies out with the office opening hours please contact the following:

Plumbing, heating and gas emergencies contact -
Hi Flow on **0141 944 6060**

Any other emergencies call -
Saltire **0800 048 2710**



Here Excellent Accountable Results Together

CONTINUED AS USUAL - GAS SERVICING / SMOKE & HEAT DETECTOR UPGRADE

Gas Servicing and Smoke & Heat detector upgrades shall continue as normal. This is a legal requirement for us as a Social Landlord and if not carried out, it can become dangerous for you. Our tenants' health and wellbeing is paramount to us.



Our contractor Hi Flow is following COVID guidelines and will be wearing full PPE and always maintaining social distancing guidelines whilst your gas service and smoke and heat detector upgrade is carried out.

All of our contractors have altered their working practices to ensure that all current and relevant COVID guidance is followed and that the appropriate PPE is also worn at all times. This is for your safety and theirs'. If you have any questions regarding our contractors and their COVID practices then please contact the office on **0141 952 2447, option 2**, where a member of our team will be happy to help.

What about our investment programme?

As you will know our investment has not progressed in the way we hoped due to Covid restrictions. We are still hopeful for the year ahead to catch up with the works planned last year and this year. We are continually reviewing guidelines and our proposed plans.

Investments to our properties are identified years in advance to allow us to prepare our cash flow to pay for them. The improvements we hope to carry out (depending on the ongoing impact of COVID-19) include:

- Kitchens upgrades
- Bathrooms upgrades
- Windows and Doors replacements
- Boiler replacements
- Roof renewals
- Door entry systems upgrades
- Stonework preservation

As soon as the investment programme can begin, we will be in touch with each tenant in receipt of any improvement works to confirm, inform and prepare them for what the works will mean for them.

If you have a question regarding the works, please call and speak with the Customer Services Team on **0141 952 2447 option 2** or email maintenance@dpha.org.uk

GARDEN AND LANDSCAPE MAINTENANCE: TENDER UPDATE

Our Estate Maintenance contract is out for tender and will be awarded to the successful contractor after this newsletter goes to print.

In the meantime, our current Gardening and Landscape Contractor, Continental Landscapes are working as normal. They have provided a detailed outline of how they will mitigate the risks associated with the Coronavirus pandemic and work practices have been altered in line with adherence to safe working practices.



A FUSION OF FUNDING



Scottish Government
Riaghaltas na h-Alba
gov.scot

Scottish
Government
£21k

- Activity Packs for 209 Kids & 206 Older Residents
- 204 Food Vouchers for Older Residents
- 209 ASDA Vouchers for Kids



cashforkids

Cash
for Kids
£13k

- £3k 86 ASDA Vouchers for Kids
- £5k 167 ASDA Vouchers for Kids
- £5k 52 ASDA Vouchers for Families.



COMMUNITY
FUND

National
Lottery
£6k

- 10 Grandpads
- 20 Smartphones
- 10 Tablets

We reported in our Winter Edition of our mammoth effort to assist our tenants and families combat the health emergency throughout 'Lockdown 1' by securing £21k of grant funding. Since then, the Association has scooped a further £19k in funding from Cash for Kids and National Lottery Communities Fund through our DPHA Connecting Together Project.

Cash for Kids are now working closely with the Association based on the previous success of delivering to our local community and we will ensure these links are

continued in the future.

The National Lottery grant is a great success story. We knew that many of our residents were isolated, not just through lockdown but in general, and we applied for Grandpads (tablets for older adults), tablets and smart phones. We were awarded enough funding to purchase 40 devices.

Like Cash for Kids, we will continue to establish and strengthen links with community partners to bring more funding into the area soon.

THREE SCHOOLS 'BAG IT' WITH THE BITE



In 2015, the Association established a Community Partnership with local Fast Food and Grocery Store, The Hungry Bite to deliver a £200 grant into the local community.

Its proprietor, Arthur Strachan donates £100 and in normal circumstances it is matched by the Association. Local groups are invited to apply with their own ideas as to how they would spend the grant with £200 given to the winner.

Due to the COVID-19 pandemic, both Arthur and the Association thought that our three local schools would benefit from a grant to assist with the costs of additional resources through home schooling.

Together we increased the available grant funding to £300 with each school receiving £100.

COMMUNITIES RECOVERY FUND GRANTED

The Scottish Council for Voluntary Organisations Communities Recovery Fund has granted our funding application! This funding opportunity of £11,536.00 will help develop our existing lunch club at our Sheltered Housing complexes and hopefully expand the service to the wider community.





LOOK OUT FOR YOUR ANNUAL FACTORING INVOICE

It is that time of year again when your annual invoice will be popping through your door. We sent our service charge review letter to you in February with the costs for 2021/22. These costs are calculated, in accordance with our Service Charge Policy, and are based on actual costs incurred during 2019/20.

We were delighted with the payment response last year, given we were in a period of lockdown, and equally delighted that 63% of our Owners have now chosen our direct debit facility to pay their factoring costs.

Paying by Direct Debit prevents payments 'slipping

your mind' but also allows you to spread your costs over a 12-month period. It also allows the Association to monitor payments coming into your account and assists us in keeping administration costs to an absolute minimum.

All invoices relating to the previous financial year (2020/2021), **INCLUDING COMMON CHARGES**, should now be paid in full. If you have not already done so, please arrange to pay these immediately. Failure to pay your factoring invoices could result in legal action and all legal costs will be due by you. Legal action is rarely required given the high volume of owner payments. It is also of no benefit to the Association other than to recoup monies owed.

63% of Owners paying by Direct Debit

Visit our Factoring Area on www.dpha.org

25% of Owners paying in full

Common Invoices 28 Day Payment Terms

Please note that common charges are not incorporated within your direct debit and should be paid separately within 28 days. Just use the bank details on the invoice to make payment.

CLYDEBANK CAN clydebankcan

Clydebank Can is a new community project delivered by Community Links Scotland. It aims to bring people together for a more vibrant, socially and economically active Clydebank town centre.

Further information is available on their website www.clydebankcan.com. It includes a directory of over 200 local community organisations and services along with a news section advertising free activities, as they become available.



Here Excellent Accountable Results Together

David Sloan Author & Resident Writer

Looking out my window the other night as the snow fell fast, landing and leaving a lovely white sheet on the ground, then the next day, hearing the excitement in children and (adults) voices as they made snowmen, had snowball fights went sledging and even built igloos (myself included - just don't tell my boss 😊). This made me smile, made my wife and my kids smile. We went out and had fun in the snow, went out with our neighbours (mother and daughter) so the kids had some sanity and myself and my wife had someone else to talk to!

Walking in - 8 degrees, freezing my toes and fingers off, It made me think of things of hope, clarity of a better future. Now these are all things every single person in the whole world wants, not just here in good old Clydebank. But it makes you wonder doesn't it?

Will that day ever come? ... Will I (we) wake up tomorrow to a better day.

We always say it don't we? ... 'Tomorrow will be a better day,' or, 'Tomorrow will be a good day I can feel it!'

Right now, in these tested times it may not feel it and I bet you hear it day in and day out 'JUST GET ON WITH IT!' ... Not as easy as that is it?

Listen, I'm no stranger to anxiety and have and to an extent still suffer from it but if you have someone to talk to a friend, a family member or even me... I'm willing to listen.

Sometimes it's hard to hold on when there is no clear path in front of you, but I want to encourage you today to keep going, hold onto hope and know that things will be ok, things will get better.

It's hard to know when or how but just the little bit of hope can get you over whatever hurdles are ahead.

Believe in yourself, be kind to yourself and listen to what your body needs.

The vaccine is the way forward and we will get through this as a team, as one, if we all pull together still and still help each other. But also remember to always look after yourselves because as my young sisters kept saying when my dad passed away in November 2020, and it's something that I'll always remember forever... You have got this ❤️!

WHAT'S HAPPENING IN SHELTERED HOUSING?

In line with the Scottish Government announcement on further restrictions made on Monday 4 January 2021, the Common Room will remain closed until further notice. If you require further information, please contact Arlene Dickson Care Manager on 0141 435 6527 or email arlene.dickson@dpha.org.uk

TELECARE UPGRADE DUE TO RECOMMENCE

Telecare
Choice

Our planned Telecare upgrade has been postponed due to COVID-19 restrictions. We hope to reschedule the works for early April 2021. Your Care Team will keep you updated.

VACCINATIONS FOR YOUR CARE TEAM ...

Staff received their first Covid-19 vaccination. Sheltered tenants are also going through the vaccination process, this will be rolled out across both complexes.

Staff agreed to participate in a programme called Lateral Flow Device (LFD) testing. These tests must be carried out twice weekly by staff to check if they are negative or positive to COVID-19, the results are given within 30 minutes. Implementing these additional safety measures enhances protection for both our sheltered tenants and staff.

FAREWELL TO RAYMUND

We would like to thank and wish Raymund Mauchan all the best for the future from all staff at DPHA.

FONDLY REMEMBERED...

It is with heavy hearts that we acknowledge the passing of 5 sheltered tenants who were our dear friends, who are sadly missed. Some of the tenants wanted to share their memories.

Masie McCann- *'A legend in her own right'*.

Mary Barr- *'Mary was a force to be reckoned with but had a heart of gold'*.

Neil Barr- *'A gentleman to the end'*

Jessie MacLeod-*The only words to describe Jessie 'she was a lovely kind lady'*.

William Henderson- *'Willie was a lovely quiet gentleman, you always found him the same way'*.

Thoughts are with all the families.

FUNDING FOR TRAINING

We have secured funding from the SSSC Development fund, will



allow two support workers the opportunity to gain their SVQ 3 qualification in Health and Social Care. This is a requirement for Scottish Social Services Council registration.

In November Anna, our lunch club cook prepared a lunch for our tenants to celebrate St Andrews day. Staff helped with the home deliveries.

Unfortunately, our annual Christmas party had to be cancelled due to COVID-19 restrictions. Anna and staff took the party to tenant's doors with a special helper in the form of "Santa"!

Santa and his helpers took time to deliver their 2-course meals prepared by our Lunch Club cook Anna, with mince pie, a party cracker, and a box of shortbread as a gift from the complex.

The sight of Santa and helpers ringing bells when delivering meals to sheltered tenants caused a commotion on Dumbarton Road, buses, cars, and taxis tooted their horns and bystanders cheered them on their way!

In January tenants were happy to celebrate Burns Day with a meal of haggis neeps & tatties prepared by Anna our Lunch Club cook and delivered to their door by staff.

On 14 February, thanks to Jim McLaren of the Golden Friendship Club, our tenants enjoyed a meal of mince & tatties. Tenants also received a Valentine's card.



iPads for our Tenants

We have been successful in a recent application to Connecting Scotland, which is a Scottish Government initiative set up in response to the coronavirus pandemic, to provide support to people who are digitally excluded and on low incomes.

We are delighted to announce that we have been awarded, and have now distributed the 35 iPad devices which came with internet access. We were thrilled to be chosen to be part of the movement to support people in our community and reduce the number of digitally excluded households in Dalmuir.

You can find out more about the programme



at <https://scvo.scot/support/digital> or @SCVotweet @digiscot, or by calling Kimberly Tennant, Housing Officer on 0141 952 2447 pressing option 2, or email us at admin@dpha.org.uk, or contact us through our website.

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

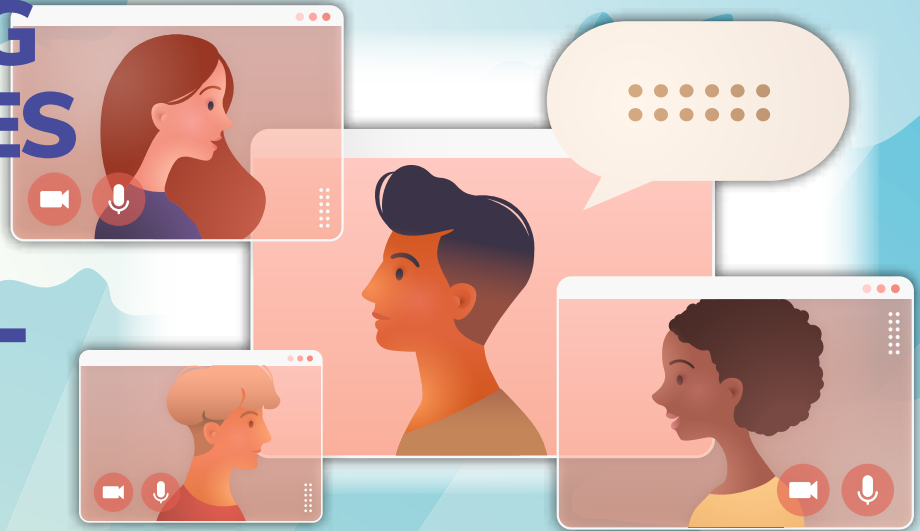
Clydebank Health Centre:
0141 531 6363

Vale of Leven General:
01389 754 121

Social Work:
01389 737 758

Social Work out of office hours:
0800 811 505

CONNECTING COMMUNITIES – ONLINE AND DIGITAL SUPPORT



Access
Technology
Scotland

Software Training Scotland
creating learning opportunities for all

Do you need help accessing...

online housing services

benefit system

online banking

online healthcare

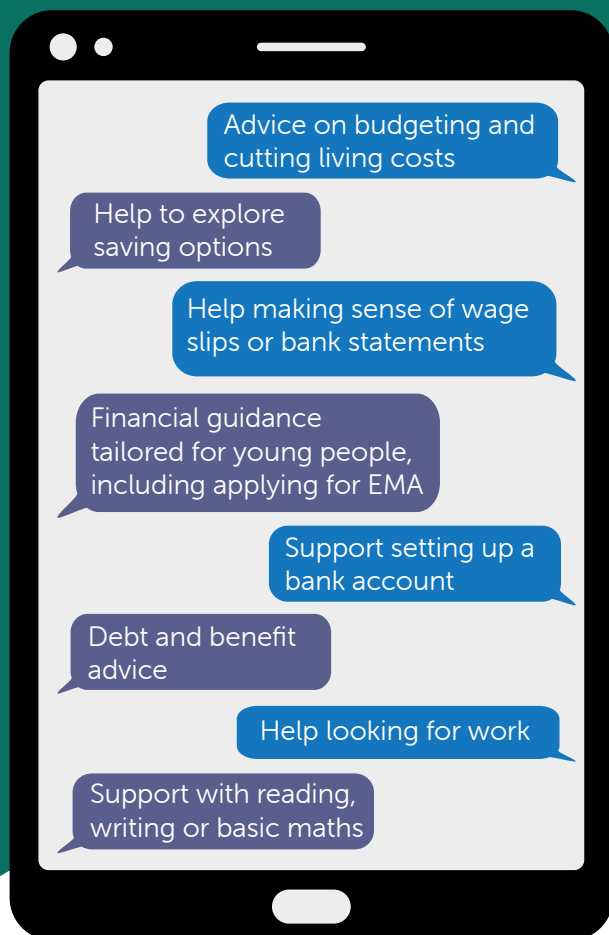
searching for job or training

online shopping

Supported by Community Recovery Fund, tenants can access FREE help and support with any digital or online problems they have. Access Technology Scotland have created a short video to show you how they can help https://youtu.be/3KPcPb0B_AY.

For further information call Access Technology Scotland on 01475 630 797 or email info@accesstechonolgyScotland.co.uk

Money Worries? Talk to us! We can offer:



Text or WhatsApp us for confidential advice:

07800 005227

West
Dunbartonshire
COUNCIL



Here Excellent Accountable Results Together

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.

