



Office Closure

Our staff will be unavailable from:

- Thursday 23 September 2021
- to
- Tuesday, 28 September 2021

Emergency Call Out

- For all Joinery, Electrical & Building call the McDougall Group on **0333 123 1011**
- For Plumbing / Gas Central Heating call HI FLOW on **0141 944 6060**

PUPIL OF THE
YEAR – **P9**

DOSCG NEWS –
P10&11

SHELTERED HOUSING
NEWS – **P15**



HELLO EVERYONE AND WELCOME TO OUR SUMMER NEWSLETTER

I can't believe how quickly this year has gone and we are now heading through the summer months. Hopefully, you'll all have had the chance to enjoy the better weather when it was here and getting to spend quality time with loved ones now that restrictions have and continued to ease. Since our last newsletter, we have been able to hug our nearest and dearest and for me this was long overdue as I hadn't had a hug from my Mum or Dad since last March. Safe to say there wasn't a dry eye after.

As restrictions ease and at the time of writing our summer newsletter, we are planning on returning back to work at Beardmore House from the 23 August 2021. We won't be back in the office full-time for the time being as we'll have a blended approach to office and home working. Staff will work from home for some days and in the office for the rest of the week. We will also operate a staff bubble system so that if any member of staff has to self-isolate or becomes ill, then we should still be able to deliver services from Beardmore House. Like all places of work, we have to look at restricting public access to Beardmore House and we are currently working on our plans for this. None of this is ideal but at least we are working towards getting back into Beardmore House, restrictions permitting, and once again, being at the heart of our community where we rightly belong. By the time you have received your newsletter you will have received a letter from us about our office arrangements. Any updates will be on our website www.dpha.org

As always, we have lots of information in our newsletter and in particular there is an update on our investment plans from now to March 2022.

Throughout the year we've applied for, and got, extra funding from the Scottish Government and Cash for Kids in particular and that has allowed us to give back to our tenants and the Dalmeir community. There's some really good stories and pictures in our newsletter about the work we have done as a result of our extra funding. Hopefully either you or your family have benefited from some of the activities we have delivered through our funding.



Anne Marie & her dog Cara

My dog Cara has featured in the last couple of newsletters, and I couldn't resist including another picture or two of her enjoying the lovely weather we had in July. For the last year and a half Cara has been my work buddy while I've been working from home. I'm not sure who is going to miss who the most when I return back to working from the office!

Finally, I know we are still living in difficult times just now so please remember, the staff at DPHA are here to support you in any way we can. 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.

Very best wishes,

Anne Marie Brown

Chief Executive



THE RESULTS ARE IN - SATISFACTION SURVEY TO JULY 2021

Our independent company surveyed 46 tenants during the period April to July 21. This represents 6.7% of our tenants.

We are delighted that:



93% of tenants are happy with the overall service we provide

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



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



83% say that the rent they pay is value for money and **85%** that they are happy with the quality of their home



86% reported they are happy with the overall repairs service and **86%** with the management of the neighbourhood. This lets us know we have more work to do to continue to improve in these areas.

HANGING BASKETS GALORE...



We are coming to the end of our Summer months and our grounds maintenance contractor, Continental Landscapes has been out and about giving our trees a good cut, cutting back the hedges and shrubs around our walkways and picking up the litter as usual on a fortnightly cycle.

CONTINENTAL LANDSCAPES LTD

Grass cutting will also continue until October, and our beautiful hanging baskets have been giving our streets some wonderful additional colour!

The schedule for our Ground Maintenance Contractor Programme is:

Item	Visits per year	Item	Visits per year
Litter collection	Fortnightly	Winter prune	1 visit per year
Weed and Moss control	Monthly	Summer prune	1 visit per year
Weed and Moss control up to 2 meters	Monthly	Shrub trimming	Monthly during the growing season
Grass cutting	Fortnightly during the growing season	Tree maintenance	Monthly during the growing season
Grasscrete cutting	2 visits per year	Hedge maintenance	3 visit a year
Shrub bed preparation	1 visit per year	Power Washing bin stores	Twice a year
Shrub maintenance	Monthly during the growing season	Hanging baskets and window boxes	Installation, watering if required and removal.



Here Excellent Accountable Results Together

New Business Plan 2021 to 2024: Outcome of Tenant Consultation

The Board and the staff team have been working away hard on writing a new Business Plan for the next 3 years.

We would normally hold all sorts of in-person consultation events with the Board, the staff and our tenants when developing our Business Plan, but like all things since March last year we have had to do things a bit differently.

Over the last 6 months or so we have held numerous video consultation events with the Board and staff and we invited our tenants to complete on-line survey.

We would like to share with you the outcome of the on-line survey. Here is a summary of the results:

19 tenants responded to the on-line survey. The results of the survey, which was made up of 6 questions are shown below on a question-by-question basis:



Question 1

Our Mission Statement is: Your Future: Our Future - Delivering high quality and affordable housing and support services that meet the needs of our tenants and the wider community. Does this capture the nature of the service that we provide at DPHA?

68% of respondents either agreed or strongly agreed that the Mission Statement does capture the nature of the service provided by DPHA. 26% felt that they captured the service moderately well, and 6% thought that it captured the service a little.

The comments supported this and included 'very good support'; and 'putting community and tenants first is the right direction'.

There was one negative comment where someone stated that they had been complaining about rubbish and seagulls 'for years' and 'something was only done last summer'.

Question 2

Our Board would like to include the following new strategic objectives in the Business Plan:

- **Objective 1 -Strong and sustainable strategic governance**
- **Objective 2 -Excellent services and performance with strong leadership and people**

74% of people agreed or strongly agreed with the strategic objectives; 16% moderately agreed and 10% either disagreed or strongly disagreed.

There were 2 very favourable comments to support this, namely:

'Very strong and supportive' and

'The past year has reinforced how much more than a landlord DPHA is'

- **Objective 3 -Quality homes in an attractive environment**
- **Objective 4 - Value for money for the Association and our customers**
- **Objective 5 - More than just a great landlord**

Do you agree with these objectives?

In support of the negative response there is a comment relating to the environment not being attractive, and services not being value for money because they are 'not carried out'.

One person stated that: 'Tenements have been up far too long, closes are falling apart, dampness, door entries/ buzzers don't work half the time and need renewed plus main doors to flats are a disgrace 😞'

Question 3

Do you think these are the right objectives for DPHA?

When asked whether the strategic objectives are the right ones for DPHA, 95% of respondents agreed, with 5% disagreeing.

Question 4

Is there anything missing that you think DPHA should make a priority?

The majority of respondents felt that there was nothing missed as a priority, however 26% thought that there were omissions. There were a number of comments and suggestions relating to this as follows:
'Check your contractors are fulfilling

their contract to a high standard'
'I think DPHA strike the right balance in all areas'
'Looking into reviewing the monthly prices for services in the sheltered housing complexes as I find these to be well overpriced'.
'Yes, the more modern flats in Burns Street get new door entries, front

main doors and windows but the older tenements get absolutely nothing but rent goes up'.
'More homes for larger families already tenants with you that need bigger houses'
'The ones that want to have say will'
'Close and bin yard inspections! Find out who's making the mess'.

Question 5

Is there any activity that you think DPHA should not be making a priority?

83% of respondents said that there were no other activities that DPHA should make a priority, with 17% saying that there were. It should be noted however that from the comments, which related to rubbish and the environment, it seems as though the question has been misread as being 'should make a priority'.

Question 6

Do you think that DPHA should remain an independent organisation?

We asked whether DPHA should remain as an independent organisation. 89% of respondents told us that DPHA should remain independent with one comment 'If it's not broke, don't fix it'. 11% of respondents disagreed that DPHA should remain independent but did not offer any comments.

Question 7

Are there any other comments that you would like to make?

We ended the survey with an open question seeking any additional comments. A variety of comments were received as follows:

'I have always found the Association to be fair and helpful, good value for my rent and fantastic support from staff. Thanks'
'As someone who has worked all

through covid I think it is time for your staff to get back out into the community and check the state of the place and start checking the services we are paying for and get it sorted. This has actually got nothing to do with covid as these complaints having been getting made for years'
'a splendid landlord'
'Just that I personally feel as a tenant of 20+ years that DPHA

goes above and beyond in providing good housing and also caring for its tenants'
'Yes to modernise the old tenements as they are falling apart'
'The staff should get the credit they deserve at all-times'
'Feel it's unfair that I should pay the top end of service charges when my yard is a dump and my close is usually stinking!'

Conclusion

Whilst we cannot state that the results of the survey are fully representative of our tenants because of the number of respondents compared to the overall number of tenants, but most people who did respond agreed with the proposed Mission Statement and Strategic Objectives and felt that they accurately represented the services DPHA is providing and wants to provide. Those people who disagreed tended to have specific issues relating to their own circumstances and these issues are being addressed by our Customer Services Team.

There was overwhelming support for DPHA staying as an independent organisation and this was reflected through anonymous surveys of the Board and staff team. Taking into account all the survey findings the

Board agreed in May 2021 to continue remaining an independent locally based housing association.

There are some comments in relation to rents and service charges and this is being included in the new Business Plan as an action point in relation to affordability.

There are many positive comments about the support tenants have received since March last year from staff which reinforces that DPHA is more than just a great landlord.

Finally, the new Business Plan 2021 to 2024 is presented to the Board for approval in August 2021. Thank you to those tenants who took part in the on-line survey.



CHANGES TO THE BOARD TWO MEMBERS HAVE LEFT

Two of our Board members recently retired from DPHA. Ashley Stockley left the Board in June to become a mummy and Anita Williams left to pursue a career in Housing.

Ashley was a Board member with DPHA from September 2018, but recently resigned from her position after she give birth to baby Brodie Connal. Anita was also a Board member from September 2018 but has recently secured a new post at Dunbritton Housing Association.

We all wish Ashley and partner the very best wishes on the birth of their new baby boy and thank Ashley and Anita for their valuable contributions to DPHA.



Brodie Connal



Anita Williamson

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.

ANOTHER NEW BOARD MEMBER JOINS

We are delighted to advise that since our last recruitment campaign, we have managed to recruit another new Board member.

We would like to offer a warm welcome to David McIndoe who recently joined the Board of Management. David brings a wealth of housing asset management knowledge and experience with him, and we look forward to working with him.

COME ALONG AND MEET US IN PERSON – AT OUR 2021 AGM

Now that restrictions are easing and inside gatherings are allowed, we are welcoming our Shareholders along in person to our AGM at the Golden Friendships Club, situated at Nairn Place on Tuesday, 14 September 2021 at 6.30pm.

To ensure Health & Safety of those attending the AGM, social distancing measures will be in place in the hall.

Our AGM is a great opportunity for you to come along and hear about what DPHA has been

doing over the last year and our plans for next year; meet our Board members some staff and have a game of prize bingo afterwards. We will also be announcing the winners of this year's Garden Competition!

Shareholders will receive their invite packs in advance of the meeting and notices will be placed in closes to remind you of the date nearer the time.

We look forward to seeing you there, and if you are not currently a Shareholder, see page 4 for how to apply.

WE ARE LOOKING FOR NEW LOCAL BOARD MEMBERS

We currently have opportunities to join our Board and are continuing to recruit new members who have an interest in the Dalmuir area, and we would particularly like to hear from you if you have knowledge or experience of the local Dalmuir community.

One of our objectives is to be at the heart of the community, so having local Board members who have a passion for making a difference and want to have their say in how we operate is something we are looking for.

Some of the benefits you can expect from serving on 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 to improve
- Gaining a sense of ACHIEVEMENT and improve your confidence and self esteem

- Having YOUR VIEWS heard in a mutually supportive environment
- Playing a CRUCIAL role in taking forward the work of DPHA
- Accessing to TRAINING and PERSONAL DEVELOPMENT

If you would like to find out more information about this year's AGM or joining the Board please contact Lesley Gillespie, Senior Corporate Services Officer on 0141 952 2447 or admin@dpha.org.uk



RENT CONSULTATION OUTCOME - YEAR 2021/22

We had a very good response from our tenants to our rent consultation for the rent review 2021 to 2022. With a record number of 78 returns in comparison to our previous year's consultation.

Below is the outcome of the completed returns which the Board took into consideration when they made their decision to increase the rent charge by 2%, effective from 28 March 2021.

We asked you	You said yes	You said no
Do you agree with our proposal to increase the rent by 2.0%?	62	16
Do you think that your rent represents Value for Money?	64	13
Do you think that including a bulk uplift service with our estate management service charge will enhance the appearance of the area?	62	16
Do you agree to enhance our Estate Management service charge to include an environmental management element, which includes the removal of bulk items?	51	28
Would you like to be a member of our Tenants Panel or the Board of Management?	10	61

We also asked for you to comment on what our business priorities should be this year, here are some of your comments:

"I would like to see DPHA concentrating on the interior of their properties such as bathrooms/shower, and other improvements that will also help with energy reduction"

"Delighted with current service - DPHA do loads for their tenants i.e. vouchers and activity packs etc - Fab!"

"Keen for the uplift service if it is included in the increase, want to keep rent reasonable for everyone"

We hope our maintenance plans for the year ahead address the points mentioned by tenants in their consultation responses, and we have brought in changes this year to service charges in terms of our estate management service. Please remember, if you have

any questions or queries on our maintenance plans or estate management services get in touch with Customer Services – see the article above on Housing Officer Areas for staff contact details.

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

YOUR DONATIONS – RECEIVED WITH THANKS

Each year DPHA organises events for the local and wider community as part of what we call our Wider Role Programme – basically, our way of giving back to the community.

In December last year, we asked our contractors, consultants, and suppliers if they were in the position to donate towards the costs of the events and projects that we were planning to run in 2021/22. This year we received support from the following: -

- Alarm & Electrical – Electricians
- J Elliot – Window Cleaning
- Ewing Sommerville – Consultancy Service
- MCN (Scotland) Ltd – Kitchen & Bathroom Installation Service
- Hiflow – Gas Engineers
- IAS Landscapes – Landscape Design
- The Ventilation Experts – Ventilation Engineers
- JCM Joiners – Joinery Services
- The Printbroker – Professional Printing & Design
- We appreciate all the support and donations provided by the above-mentioned contractors, suppliers and companies.
- So far this year, the donations from the above contractors, suppliers and companies have helped us to deliver the following:
 - Pupil of The Year
 - Garden Competition
 - And as the year progresses, the donations will contribute to the delivery of the following:
 - Christmas Vouchers
 - Community Grant Initiative

Again, thank you to all the companies and contractors who have made donations.

PUPIL OF THE YEAR

In our Summer 2020 newsletter we told you that our plans to celebrate the 10th Anniversary of our Pupil of The Year Awards had been delayed due to COVID-19. We had hoped to be able to hold the awards dinner towards the end of 2020, but we could not do that due to the ongoing restrictions. Instead of our traditional night at the Golden Jubilee Conference Hotel, the prize winners received vouchers.

Here are our gold star pupils for 2020 & 2021 as nominated by the school:



Golden Jubilee Conference Hotel



Our Lady of Loretto 2020 – Hugh Merrigan

Clydebank Primary 2020 – Zoe McGowan

St Stephen's Primary 2020 – Isla Crawford

Our Lady of Loretto 2021 – Olivia Kelso

Clydebank Primary 2021 – Sophie Kidd

St Stephen's Primary 2021 – Bruce Hamilton

Each gold star winner received a £30 McMonagle's Voucher, to enjoy a meal-at-home with their families.

All monthly winners received a £10 Voucher for Drip Desserts, who once again were our community partners in this project.

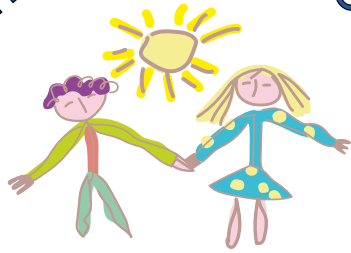
Everyone at the Association would like to congratulate the gold star winners and monthly winners for their achievements in one of the most difficult years ever.

We hope that the awards in 2022 will return to the Golden Jubilee Conference Hotel and we can return to celebrating everyone's success the Dalmeir way.

We would like to take this opportunity to say a massive well done to all school pupils. Learning has been really hard since March last year and each and every pupil should be proud of what they have achieved during the pandemic. Well done to you all.



Dalmuir Out of School



Care Group

P7 Leavers say Goodbye

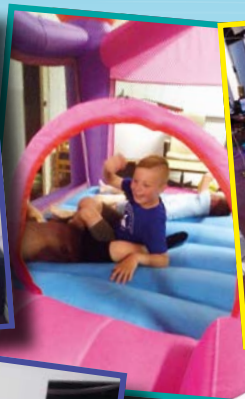
It's that time of the year where we have to say goodbye to our Primary 7's as they transition to high school after the summer holidays! We do hope that they will come back to visit us soon and we wish them all the best.



Summer Holiday Fun

We have all been looking forward to the summer holidays and all of the exciting trips we will be going on such as The Kelpies, Calderglen Country Park, Rouken Glen Park, Heads of Ayr, Finlaystone Country Park and Awestruck Academy, to name just a few! The children are buzzing for the summer holidays, going on their trips and looking forward to coming to DOSCG to see all their friends.

As this newsletter was going to print the children and staff had enjoyed the trip to the Kelpies.



Revamped Outdoor Area

We are in the process of revamping our outdoor area, involving children, parents, staff and the wider community. Children and staff have been busy working hard outside moving all of the bark, logs and tyres into a designated area. We want to say a big thank you to everyone who has helped. During playscheme days, we have been taking the children to the local park, luckily the weather has been nice too!



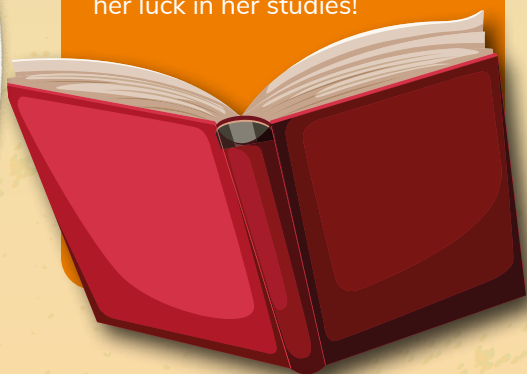
Fascinated by Frogs



The children were outside playing and found a couple of frogs! They were amazed that we had frogs hopping about our outdoor area!

Staff Studying for Qualifications

Sylvia Elliot has recently started undertaking her qualification SVQ Level 3 Social Services Children and Young People. She is very determined and committed to studying and completing this. The staff wish her luck in her studies!



New Plot at the Allotments

DOSCG have been fortunate enough to obtain their own plot at the Dalmuir allotments! The children are so excited and cannot wait to start growing their own fruit, vegetables, flowers and plants. Elaine Kelly and Chana Taylor took a few of the children for a walk down to see the plot and they were all amazed. If anyone has any gardening tools they would like to donate or if anyone would like to volunteer to help to maintain the plot, contact Elaine at DOSCG.

Angela McNairn

Some of the DOSCG children went round to meet Angela McNairn our new Housing Support Assistant and to see where she is based at Nairn Street. The children and staff welcome Angela to the organisation.



Scottish Government COVID-19 Guidelines

We would like to reassure all our parents that DOSCG are continuing to follow the Scottish Government guidelines for COVID-19 and we shall make any changes accordingly.

INVESTMENT PROGRAM

What about our investment programme?

Due to Covid restrictions, we were unable to progress our Investment Programme for 2020/21 as planned. However, the good news is the programme has recently restarted with the installations of kitchens and bathrooms.

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:

Investment Programme	Budget	Properties Being Upgraded	Progress and Update
Kitchen Replacements	£210,000	Majority of properties are in Adelaide Ct, Dumbarton Road, Stewart Street	Replacements have commenced and the programme will continue until the end of the financial year.
Bathroom Replacements	£89,000	Agamemnon St, Nairn Place & Nairn Street	Replacements have commenced and the programme will continue until the end of the financial year.
Windows and Doors Replacements	£170,000	Adelaide Court	Expected start date of August 2021.
Boiler Replacements	£111,000	Nairn St, Nairn Pl, Iona Crescent, Dunn St, & Stewart St	Replacements have commenced and the programme will continue until the end of the financial year.
Roof Renewals	£100,000	10 Adelaide Ct – almost complete and our HMO properties	This work will be issued for tender in the near future and will be completed by the end of the financial year.
Stonework preservation	£270,000	824-830 Dumbarton Rd. 8 – 10 – 12 Scott Street	At design stage.
Gutter Cleaning	£35,000	All Properties	Will be carried out in November/ December 2021.
Smoke & Heat Upgrades	£45,000	All Properties require to be accessed.	In progress and will be completed by January 2022.
Digital Community Alarm	£60,000	Nairn Street Shaftsbury Street	Works scheduled to start in August 2021 to replace existing community alarm system.

Due to the ongoing pandemic, we are continually reviewing Government guidelines and our proposed plans as some works have already been impacted due to delays with materials and enough operatives being on-site to carry out the works.

Before each contract starts, we will be in touch with each tenant who is due to get work done to their property and we will confirm, inform and prepare them for what the works will mean for them. We will keep in close contact with tenants during works to their property and we will let people know if there are any anticipated delays.

If you have a question regarding our investment programme for this year, please call and speak with the

Customer Services Team on **0141 952 2447, option 2.**



Ongoing stonework

Clydebank Can

Clydebank Can is a Community Links Scotland project, funded for two years by the Scottish Government's Investing in Communities Fund. This new project aims to bring people together for a more vibrant and socially and economically active Clydebank town centre.

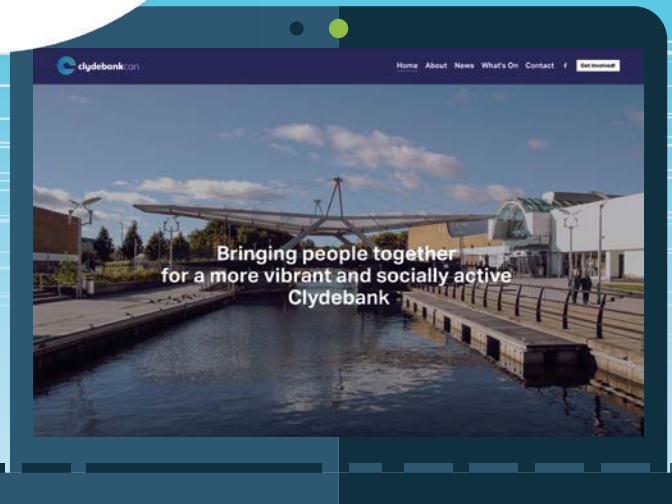
Their purpose is to enable greater use of the local canal and bandstand area, bringing local people together and giving them the opportunity to perform and enjoy music and entertainment in Three Queens Square. They believe that small scale community-led activity is the way to do that, and that together they can create a community which meets the needs of local people and gives everyone the opportunity to be involved.

Activities have already taken place with Awestruck Academy and Y Sort It - 2 of Clydebank's many local groups taking part in this project. These activities include free music lessons for young people, enabling them to give live performances as part of a band, group cycle rides and other outdoor activities.

Online activities are currently taking place for local people including arts & crafts and a photography course. Many

more activities are planned for this summer and beyond including kayaking, paddle boarding, cycling, outdoor activities, music lessons and much more – all absolutely free for anyone living in Clydebank and Dalmuir!

Check out their new website which has a directory of more than 200 local organisations and community groups, so you can find out what's going on in your local area! Visit www.clydebankcan.com/whats-on and follow us on facebook at @ClydebankCan.



ANNUAL GAS SERVICING

In a remarkable show of community effort during the lockdown and ongoing pandemic, DPHA has managed yet another year of achieving 100% access for our annual gas servicing. We want to thank all our tenants for allowing access to your home for these vitally important Health & Safety checks.

Even during trying and uncertain times last year our tenants understood the need for these essential checks to be done and worked hand in hand with DPHA staff and our gas contractor, Hiflow, to ensure these were carried out in the safest possible manner.

We applaud your help and assistance as always and look forward to the same performance again this year.



Here Excellent Accountable Results Together

Your Close Cleaning Contractor Schedule and Responsibilities are:

	WEEKLY	4 WEEKLY	QUARTERLY	ANNUALLY
Internal	<p>Hoover all carpeted areas where applicable.</p> <p>Sweep and wash uncarpeted floor areas where applicable with an approved disinfectant and warm water solution leaving no excess water on floor or stair areas.</p> <p>Wash/wipe nosing's on carpeted/ composite flooring where applicable.</p> <p>Wet clean handrails and railings</p> <p>Dust skirtings, window frames, sills and deadlight sills above doors.</p> <p>Dust light fittings and ledges as necessary.</p> <p>Wipe dirty marks from staircase walls and painted surfaces as necessary.</p> <p>Clean metal finished surfaces.</p> <p>Front entrance mats shall be brushed and cleaned.</p> <p>Remove unwanted advertising material / junk mail and dispose of offsite.</p>	<p>Clean and polish all front and rear main entrance doors including glass</p> <p>Clean stairwell windows including wiping down sills.</p>		<p>Carry out intensive deep clean to carpeted areas and or floor coverings as required</p>
External	<p>Sweep external entrance porches.</p> <p>Sweep out bin store and apply disinfectant as necessary.</p>	<p>Clean and polish all front and rear main entrance doors including glass</p>	<p>Clean stairwell windows using telescopic cleaning system. Accessible low-level windowsills to be wiped down.</p>	
WHEELIE BIN PRESENTATION AND COLLECTION		<p>Arrange for all close wheelie bins to be presented at kerbside to be uplifted by West Dunbartonshire Cleansing Dept. on applicable day.</p> <p>Collect and return close wheelie bins to bin store following uplift by West Dunbartonshire Cleansing Dept. on applicable day.</p>		



Sudden Cardiac Arrest Digital Toolkit: Learn to Save a Life

Be quick, be smart and restart a heart with UK Coaching's life-saving digital learning toolkit that will enable you to act fast in the event of a sudden cardiac arrest

See link below to FREE e-learning course

<https://www.ukcoaching.org/courses/elearning-courses/sudden-cardiac-arrest>



Sheltered Housing News

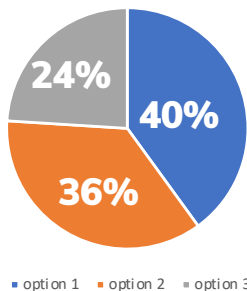
Have your say

In March 2021, a consultation survey was developed and sent to all Sheltered tenants, and stakeholders such as the Council and the Care Inspectorate. The consultation survey contained 5 questions, 4 of which provided the opportunity for tenants and stakeholders to have their say on their preferred Options 1-3 on how we could develop our care service.

The results of those who responded to the tenant consultation advised us that Option 1 was the most favoured option with our sheltered housing tenants. This option would provide more staff at each complex making tenants feel safer but would still provide good value for money.

Many thanks to the sheltered tenants, that took the time to respond!

It's important that you have your say!



COMMON ROOMS

Due to the Scottish Government COVID-19 guidelines being reviewed on group gatherings inside communal areas, staff are presently starting to plan the re-opening of our sheltered housing common rooms. Staff will keep our sheltered housing tenants updated on the re-opening date!!! Staff cannot wait to welcome everyone back to the common room.



Our Care Services Manager, Arlene Dickson would like to thank Fiona McGregor for her hard work and dedication as our Housing Support Assistant. Fiona has started a new post as part-time Support Worker.



What is a Service Charge?

A service charge reflects the costs associated with carrying out communal repairs or work to keep your sheltered housing scheme in good condition, managing it and providing any other additional services for you. It is an amount paid by a sheltered tenant and West Dunbartonshire Council for the additional services received which are not covered by rental payments.

Listed below are some of the costs covered within your service charge as a sheltered tenant:

- 24-hour support from your support team/out of hours telecare team
- Staff salary and training costs
- Registrations fees to Care Inspectorate and Scottish Social Service Code of practise (SSSC) for staff
- Insurance.
- Management and administration costs.
- Up-keep of warden call equipment, telephone, and internet line rental.
- The contract for the maintenance of fire alarm systems, repairs /call outs and upgrades
- Up-keep of laundry maintenance and replacement of laundry equipment in communal laundries.
- Up-keep of white/electrical goods in communal areas, and communal furniture, fixtures, and fittings.
- Communal window cleaning contract cleaning of communal windows

Welcome

Big welcome to Angela McNairn our new Housing Support Assistant. We are thrilled to have you with us Angela. We chose you because we believe that your skills, experience, and creativity will have a real impact on our team. Welcome to our Team.



Many happy returns Mary Jane on celebrating your big birthday recently!

Best wishes from all you colleagues at Dalmuir Park Housing Association.

Arnold Clark

A big thanks to Arnold Clark Community fund, for granting the sheltered complexes £1,000.



COMPLAINTS SUMMARY

This is a summary of our complaints last year from March 2020 to April 2021. We had 20 Stage 1 complaints (two for Care Services) and two Stage 2 complaints.

A Stage 1 complaint is when we will give you our decision within five working days or less, unless there are exceptional circumstances.

A Stage 2 complaint would be a situation where you remain dissatisfied after stage 1 and/or any complaints that clearly require investigation, and so are handled directly at this stage.

Nature of Complaint	Stage
Recharge dispute and service	1
Service Charges	1
Unhappy about service from C/S Finance bills	1
Contractor did not keep to access arrangement	1
Contractor did not keep to access arrangement	1
Stains on DPHA correspondence	1
Abandoned bulk debris in back courtyard	1
Unhappy with Out of Hour service and contractor attitude	1
Contractor did not wear PPE mask correctly	1
Close cleaning standard poor	1
Unhappy with the time taken for repairs	1
Left without heating / hot water March - Nov. Service complaint re contractor. Unable to contact DPHA for weeks	1
Complaints re gutters, back court & close cleaning not been addressed	1
Unhappy with the reinstatement works to the property following a fire	1
Unhappy at receiving overdue statement and final notice - factoring	1
Unhappy at increase in factoring charges	1
Unhappy at increase in factoring charges	1
Unhappy with DPHA response to numerous complaints re hot water issues	1
Confidential	2
Reminding staff of values	
Unhappy with the standard of repair of Insurance contractor	2
Child refusing to attend, as staff are miserable	1
Issue is lack of support prior to her mum (former S-tenant) passing away	1



Service Improvement/Lesson Learned

Better communication between staff/contractor and tenant, especially where English is not a first language. Contractor also contacted to highlight issues.

Ensure our contractors are aware of our expected safety standards and carry out inspections.

Staff to check on Factoring invoices to ensure works have been completed with Asset Officers before sending invoice to the customer

Our contractor was advised to only arrange access for this customer with the approval of the family to ensure the tenants safety and vulnerability

Our Contractor was advised to ensure their operatives adhere to the instruction on their systems when gaining access to this tenant's property.

Staff will check that paper that paper being used for correspondence to customers does not have any staining on it.

A service charge for the removal of bulk lift from back court areas to be considered and consulted with tenants to see if this is a viable proposal to address the increase in bulk being discarded DPHA back court areas

Discuss service staff's performance and service provision with contractor at the next meeting.

Ensure all contractors must continue to adhere to COVID- 19 protocols when entering tenants' homes.

Closely monitor close cleaning contractor and carry out unannounced spot checks

Nothing Identified

Ensure all Covid updates & contact details published in newsletter & website

Recommended regular close cleaning inspections

Ensure staff trained to listen to tenants' requirements and develop a positive working relationship to ensure works are satisfactory.

No improvements or learnings identified

No improvements or learnings identified

No improvements or learnings identified

Additional customer service standards training. Responses to generic emails. Ensure complaints issues raised in daily team chats.

Review of Anti-Social Behaviour Procedures and policy

No improvements or learnings identified

Discussed issues with the DSOCG team, received resources in each bubble, staff suggested drawing smiley faces on mask and cleaning schedule reviewed.







Care inspectorate agreed all good practice was followed.



FACTORING

Owners Satisfaction Survey

We asked a company called MI Housing to carry out an independent over-the-phone Satisfaction Survey in February 2021. 66 owners who receive a factoring service from the Association were contacted and overall we were delighted with the response from the survey.

Question	Owners	%	
Q1	Taking everything into account, how satisfied or dissatisfied are you with the overall factoring service provided by Dalmuir Park HA?	66 owners contacted with 60 either very satisfied or satisfied	90.9 
Q2	Happy with the quality of service provided by Finance and/or Maintenance Team	37 owners had reason to make contact. 34 were satisfied with the service received.	91.9 
Q3	Were our staff helpful and polite when assisting you with your factoring issue, whether it be of a finance or maintenance nature	36 out of 37 owners were satisfied with our staff approach	97.3 
Q4	If you have had the cause to report a common repair, were you happy with the quality of works carried out on your behalf by the contractor?	22 out of 24 owners were satisfied with the quality of common works	91.7 
Q5	When you receive your annual factoring invoices and common repair invoices is the content easy to understand?	60 out of 66 owners considered our invoices were easy to understand	90.9 
Q6	Our website and newsletter is designed to provide you with the most current and up-to-date information that may relate to your property or common area. Have you visited our website or read our newsletter?	52 out of 66 owners have visited our website or read our newsletter	78.8 

We were disappointed to achieve only 78.8% on Q6. 13 owners 19.7% stated that they were "not interested" or indeed there was "not much interest in it". We will reflect on how we can improve our newsletter and website in relation to factoring services and information.

In the meantime, we would urge all our factored owners to read our newsletter as we provide an updates and news on common issues that affect owners. Newsletters also include updates on insurance premiums, excesses, and contact

telephone numbers in case of emergencies. Our website also has a dedicated page for Factoring and contains the Owners Handbook, Buildings Insurance Summary of Cover and advice on selling your home should you be considering that option.

We wish to thank all owners for taking time to speak with MI Housing. If you have any further questions relating to factoring please contact Gary Earl, Finance Officer on **0141 435 6523**. Common repairs can be reported by calling **0141 952 2447 Option 2**.

Over **£50k Funding** secured for tenants & the Dalmuir Community



We were delighted to secure a further **£11,536** of funding from the Scottish Government, via Scottish Federation of Housing Associations to support our community through the COVID-19 pandemic. This success was achieved in February and took our funding success to over **£50,000**, since March 2020, with every penny distributed to our tenants within our housing stock and the wider community.

This funding was for a project based on bringing the community together through food and was rolled out in partnership with local charity The Golden Friendships, who are located at 18 Nairn Place, Dalmuir, Clydebank, G81 4AU and our neighbouring Housing Association, Trafalgar.

Through the month of June, the funding covered 484 hot meals, 120 afternoon teas, 100 food hampers and food supplies for our lunch clubs at Nairn Place & Shaftesbury Street.

Due to the project success, the Association are in the process of seeking further funding from the Scottish Government to run a similar project over a longer period.

We would like to thank our community partners, tenants, and the wider community for their support and for all the thank you cards which we received. It was very much appreciated, and we hope to see everyone next time round.



CONTACT NUMBERS

DPHA Emergency Numbers

Plumbing or Heating Call Hi Flow: **0141 944 6060**

For all Joinery, Electrical & Building call the McDougall Group on **0333 123 1011**

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



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 'Dalmeir 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.

Dalmeir Park Housing Association

Beardmore House, 631 Dumbarton Road, Dalmeir, 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

Dalmeir Park is registered charity no. SC033471
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