

## 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 2022.

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**.

## OWNERS & COMMERCIAL PREMISES

Our Insurers - Bruce Stevenson Insurance Brokers will be closed on 27 & 28 December 2021 and 3 & 4 January 2022. 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.

## FESTIVE BREAK

Our staff based at Beardmore House will be unavailable during the festive holidays from Friday 24 December 2021 at 12.30pm through to 9am on Thursday 6 January 2022, when the office re-opens.



Food, fun and  
friendship  
**P4-5**

Smoke and Fire  
Alarm article  
**P6**

Dalmuir Lights  
up Purple for  
Margo **P7**

Paying  
your Rent  
**P11**



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# OUR ANNUAL INSURANCE STATEMENT

(as published October 2021)

**I am writing to confirm the outcome of Dalmeir Park Housing Association's (DPHA's) review of its compliance with the requirements of the Scottish Housing Regulator's (SHR) Regulatory Framework.**

I am pleased to confirm that, following a detailed and comprehensive review process, the Board of Management is satisfied that DPHA is compliant with:

- All relevant requirements as set out in Chapter 3 of the Regulatory Framework.
- The Regulatory Standards of Governance and Financial Management.
- The relevant standards and outcomes in the Scottish Social Housing Charter.
- All relevant statutory obligations and duties.

The Board has reviewed and assessed a comprehensive bank of evidence to support the view that DPHA is compliant with the above requirements. The evidence bank combines reports, policies, advice, and information which the Board monitors and oversees on an ongoing basis throughout the year to provide continuous assurance that DPHA is compliant. Additionally, the evidence bank incorporates relevant documents and information that contribute to our assurance, and which form the structure of DPHA's business and governance activities. Our ongoing self-assessment and scrutiny processes have also informed our view.

In reviewing our compliance with the Regulatory Framework, we are assured that we are working towards having appropriate systems in place for the collection of equalities data and that we are assured that we are working towards using this data to take account of equality and human rights issues in our decisions, policy-making and day-to-day service delivery.

As part of our review of compliance, we have adopted an improvement focus and have also identified a number of areas for improvement, which we will progress during the course of the year. These areas for improvement form an Improvement Plan, which will be monitored by the Board at agreed intervals to ensure successful achievement. We are satisfied that none of these areas for improvement represents a material area of non-compliance.

In considering our compliance with our legal and regulatory requirements in 2021, we have taken account of the ongoing impact of the Covid-19 pandemic and consequent business, economic and social disruption. We have complied fully with the temporary changes to legislation and continue to follow national and local policy and requirements.

Where we adopted revised standards of service delivery, we communicated changes clearly to our tenants and our service users.

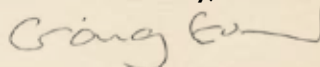
We recognise that we are required to notify the SHR of any changes in our compliance during the course of the year and are assured that we have effective arrangements in place to enable us to do so.

As Chairperson, I was authorised by the Board at a meeting on 20 October 2021 to submit this

Annual Assurance Statement to the SHR by the deadline date of 31 October 2021. We can

confirm a copy of this Assurance Statement will be published on our website on the same date it is submitted to the SHR.

Yours sincerely,



**Craig Edward**  
Chairperson



# A FESTIVE UPDATE FROM OUR CHIEF EXECUTIVE

*Hello everyone,*

**Welcome to our Winter Newsletter, which I hope finds you well and looking forward to the Festive Season and the upcoming New Year.**

So much has happened at Dalmuir Park since we issued our last newsletter to you; lots of good things, but one very profound tragic event.

I'm sure you will all know by now that Margo MacPherson, our Housing Officer sadly passed away unexpectedly in October. As you can imagine Margo's death has had a profound effect on her family, friends, colleagues, and those who knew her well. Margo won't mind me saying that she was a larger-than-life character, who at times had a sharp sense of humour, but she had a heart of gold and was always there to help people in her own quiet, understated way. We pay tribute to Margo in this newsletter and hope you will enjoy reading our reflections of her.

As the country continues to recover from COVID-19, office staff returned back to working out of Beardmore House in August, and I have to say, it's great getting back to the office. On average staff work half of their week in the office and the other half at home, and this is likely to continue over the Winter months. Beardmore House opened to the public in September by appointment only and this seems to be going well. We will review the appointment system some-time in the New Year.

We were over the moon, when in September we were awarded £59,000 grant funding from the Scottish Government, through the Communities Recovery Fund so that we could work in partnership with the Golden Friendships, DOSCG (Dalmuir Out of Schools Care Group) and Trafalgar Housing Association to deliver a range of projects and events based around food and social isolation. Our newsletter includes information and pictures of the events that we're running with our partners. I hope you; your friends and your family will go along to the Golden Friendships and take part in and support the free events that are on.

As we look towards 2022, at Dalmuir Park our focus will be on continuing to support our tenants and community as the country recovers from COVID-19. We will continue to apply for additional external funding to help us do this. In terms of the services we deliver to you, we will continue to deliver our planned improvement works; we will continue to promote DOSCG as a vital service in our community, and we will be working with TPAS (Tenant Participation Advisory Service) in terms of how

we engage with our tenants. These are just a few of the many things on our 'to do' list for next year.

Over the last few newsletters, I have shared with you some stories about what my dog Cara has been up to. I'm not sure she is enjoying me being back in the office, or more to the point she's missing getting dog treats during the day. She did however enjoy a day trip to Largs recently and yes she did get some ice-cream, which she enjoyed. I'm not so sure she enjoyed her Halloween costume though!

As the Festive Season and the New Year approaches, I know this is not always an easy time for everyone. Whatever your plans are, I hope you enjoy them, and maybe keep an eye on any of your friends or neighbours who are on their own.

Finally, as we leave 2021 behind, and on behalf of everyone at Dalmuir Park, I hope 2022 brings you hope, peace and happiness.

Very best wishes,

*Auue Marie Brown,*

Chief Executive



# Food, Fun & Friendships

## Golden Friendships

SCOTTISH CHARITY NUMBER: SC047934

In our Summer edition we told you that through partnership working with Golden Friendships and Trafalgar HA the Association, through the Pandemic, had achieved funds of over £50k.

Well, we have only gone and done it AGAIN!!! This time to the tune of £60k taking our funding success over the last year and a half to over £110k!!

The Dalmeir Community is set for a huge boost with food firmly on the menu with the projects overall aim to tackle food poverty and inequality, reduce isolation especially among those in later life, strengthen existing community partnerships and promote togetherness among residents.

A range of projects lasting from October 21 to March 22 and funded by the Scottish Government's "Communities Recovery Fund" – set up to alleviate some of the hardships caused by the pandemic - has swung into action. Both housing associations say they are delighted with the windfall which will benefit people of all ages, including children.

The main project entitled "Dalmeir Diners" has a firm emphasis on enjoying food, having fun and creating friendships. It has had an incredible uptake so far with extra chairs being required to accommodate the diners.

There are meals in the afternoon and the evenings including entertainment with families most welcome at the evening dinners. The uptake for the Christmas program has been fantastic with the talent shows and theatre nights proving fun for all.

On Saturday 30th October the Halloween party boasted 140 attendees between adults and children, where everyone was entertained by the fabulous magician and kids' entertainer Pat Doogan.

Please feel free to attend any dinner or event. Booking in advance is recommended to avoid disappointment. Please call Golden Friendships on 0141 588 3070.

**£60k  
extra  
funding  
taking our funding  
success to over  
£110k!!**



## DALMEIR DINERS

Come along and enjoy food, fun and create friendships.



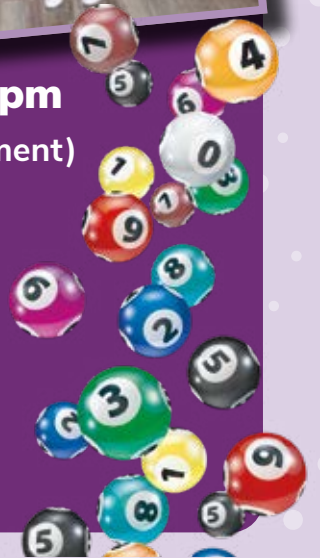
### WEDNESDAY AFTERNOON DINING 1pm-3.30pm

(Dinner, 3 games of Bingo and Entertainment)

27th October, 3rd November, 24th November, 26th January, 2nd February, 23rd February, 2nd March, 23rd March

### THURSDAY FAMILY DINING (Dinner and Family Fun) 6pm-8pm

14th October, 21st October, 28th October, 4th November, 18th November, 25th November, 13th January, 20th January, 27th January, 3rd February, 17th February, 24th February, 3rd March, 10th March, 17th March, 24th March



Please call to book your place at any of these events 0141 588 3070.



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# CHRISTMAS PROGRAMME

## CHRISTMAS DINNER

Wednesday 8th December  
1.00pm - 4.00pm

Tuesday 14th December  
1.00pm - 4.00pm

(Includes 3 games of Bingo  
& Entertainment)

## FAMILY CHRISTMAS DINNER

Thursday 9th December  
6.00pm - 8.00pm

(Plus, some Family  
Festive Fun)

## FAMILY PANTO

'Wee Red Riding Hood'

From the fantastic 'Geez a break'  
productions

Tuesday 7th December 6.00pm - 8.00pm

Thursday 16th December  
6.00pm - 8.00pm

(Kids will receive a goodie bag on entry)

## Family Theatre Shows

Tuesday 23rd  
November 6.00pm  
- 'Singing Contest'  
Heats  
(Age 12 - 18)

Tuesday 11th January  
6.30pm - Talent Show Finals!

Tuesday 8th February  
6.30pm - Des & Louise  
with Singers Station

Tuesday 8th March  
6.30pm - Kids  
Entertainment

Tuesday 25th January  
6.30pm - Kids Entertainment

Tuesday 22nd February  
6.30pm - C.M.S

Tuesday 22nd March  
6.30pm - Big Finish  
Variety Show



Please call to book your place at any of these events 0141 588 3070.

## Our Tenants and your rights 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 the Corporate Services Team 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.

In October each year we send out our Annual Return on the Charter to the Scottish Housing Regulator. 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](mailto:admin@dpha.org.uk)

Website: [www.dpha.org](http://www.dpha.org)

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



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# Important information for Factored and Sharing Owners

## SMOKE AND FIRE ALARM CHANGES TO THE LAW

Did you know that there is a new law taking effect from 1st February 2022 that relates to you?

From this date all Scottish homes will need to have interlinked fire and smoke alarms fitted. Interlinked means if one goes off, they all go off, so you will always hear an alarm wherever you are in your home.

The new law has come about because of the Grenfell fire in London in 2017. IT APPLIES TO ALL SCOTTISH HOMES.

**The new law states that 'it is the property owner's responsibility for meeting the new standard. This requirement also applies to all Housing Association sharing owners'.**

### What is required:

By February 2022 every home must have:

- one smoke alarm in the living room or the room you use most
- one smoke alarm in every hallway or landing
- one heat alarm in the kitchen

All smoke and heat alarms should be mounted on the ceiling and be interlinked.

Failure to adhere to this requirement could have a detrimental effect on insurance policy cover that you have in place because of fire damage to your property or its contents.

Further details relating to this information, including possible assistance with funding, can be

found on the Scottish Government website or by contacting our Finance Officer Gary Earl on 0141 435 6523.

[www.gov.scot/publications/fire-and-smoke-alarms-in-scottish-homes](http://www.gov.scot/publications/fire-and-smoke-alarms-in-scottish-homes)

Please note that the Association are unable to recommend an approved supplier.

The Association nor the Scottish Government has a list of approved suppliers or fitters. You can buy both types of alarms online or in store from several retailers, and any qualified electrician can fit the mains-wired type.



# 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 Lights up Purple for Margo

Our colleague and friend, Margo MacPherson, passed away on 13 October 2021. We want to pay tribute to Margo and hope you enjoy the poem we have written.

Margo was a local lass, born and brought up in Drumry. When she left school in 1994 she came to work at Dalmuir Park as a Receptionist, then worked in the Maintenance team before working her way up the ladder to become a Housing Officer. Margo was with Dalmuir Park for 27 years and gained many qualifications along the way. Not many people stay with the same employer for that length of time, but Margo did because she loved the area, wanted to help people and to make a difference. Of course, Margo wouldn't readily admit that!

There is one thing that Margo didn't like and that was fuss and being the centre of attention, however I'm sure she would not mind us sharing with you some of our memories and stories about her.



"Whenever there was a problem in Maintenance, Margo would always give a helping hand, even with the less desirable tasks like clearing up a flood!"

"Nothing was too much trouble for Margo. If any of the tenants needed assistance, she would always help. Even if it was after working hours. That's just how generous she was and how much she cared about everyone."

"If Margo was given a task to do that she was apprehensive about, she'd have no problems telling you she wasn't happy! But she would always do the task and then more on top to boot. She always went above and beyond in everything she did."

"Margo always remembered every tenants name and personal story. It wasn't just a job for her, it was more like a calling."

## Oor Margo

A ray of sunshine and delight  
 Even when she was wrong, she was ALWAYS right  
 A bingo bunny and Facebook Queen  
 When the tenants didn't pay her their rent money she would continually scream!  
 She had a big personality and soft heart  
 Loved the gossip with a cuppa and strawberry tart  
 Always going above and beyond  
 A cry for help she would always respond  
 Tenants and customers loved her far and wide  
 Sarcastic, dramatic with a signature eyeroll and sigh  
 In her work she always took pride  
 But being the center of attention caused her so much tension  
 So, this poem is wrote with much apprehension  
 We will miss Margo and all that she done  
 And life without her has only just begun  
 We will miss our dear friend 'The Clydebank Oracle'

Without a doubt we will miss Margo and it will take us time to heal, but we have our memories, and we will smile when we remember Margo and all that she achieved.



# Child Winter Heating Assistance

**Child Winter Heating Assistance is a benefit from the Scottish Government. It was first paid in 2020.**

It's a payment to help disabled children and young people and their families with increased heating costs over winter.

It's paid once a year. The payment for winter 2021-2022 is £202.

Children and young people in Scotland can get the assistance if they're under 19 years old and get one of the following 'qualifying benefits':

- the highest rate of the care component of Child Disability Payment
- the highest rate of the care component of Disability Living Allowance for children
- the enhanced daily living rate of Personal Independence Payment

They must be getting this on at least one day in the third full week of September.

In 2021 this was Monday 20 September to Sunday 26 September.

**Payment is usually automatic**

Eligible children and young people living in Scotland do not need to apply. They'll get their payment automatically.

Child Winter Heating Assistance will be paid into the same bank account as their:

- Child Disability Payment
- Disability Living Allowance for children
- Personal Independence Payment

You'll get a letter from Social Security Scotland before they make the payment. Payments are usually made from the end of November onwards.

If you think you should get Child Winter Heating Assistance but you've not had a letter by 31 December 2021, contact Social Security Scotland.

# Warm Home Discount Scheme



You could get £140 off your electricity bill under the Warm Home Discount



**Scheme. The money is not paid to you - it's a one-off discount on your electricity bill, between September and March. You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out. The discount will not affect your Cold Weather Payment or Winter Fuel Payment. The Warm Home Discount Scheme will start on 18 October 2021. For more information visit <https://www.gov.uk/the-warm-home-discountscheme>**

Home Energy Scotland They are pleased to be supporting tenants with free and impartial energy advice and support. Speak to an advisor free on 0808 808 2282 or email [adviceteam@sc.homeenergyscotland.org](mailto:adviceteam@sc.homeenergyscotland.org).



## Rent setting consultation 2022/2023

We are just about to start our rent consultation process for 2022/23. Any changes to our rents and service charges will be applied from 28 March 2022. We aim to 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 seeking your

views on our rent and service charge review proposals. All responses received from the consultation process will be presented to our Board for consideration at our January 2022 meeting.



# Our Commitment to Equalities and Human Rights

The Equality Act 2010 brought together the many existing equality laws into a single piece of legislation. This Act introduced the term 'Protected Characteristics' and aims to prevent unlawful discrimination against anyone who has one or more of the nine protected characteristics. All of us have at least some of these characteristics. The Equality Act aims protect everyone from being treated unfairly on account of who they are.

Our Equality and Human Rights Policy outlines the Association's commitment to Equality and Human Rights. A copy of this policy can be downloaded from our website – [www.dpha.org.uk](http://www.dpha.org.uk) – or from our office on request. The policy was reviewed by our Board in March 2021 and now includes an updated Equality and Human Rights Action Plan which was approved by the Board in May 2021. If you would like to see a copy of the most up-to-date version of the plan, please contact our office and a copy will be issued to you.

We worked closely with our Staff and Board members to develop our action plan. An update report on our progress with implementing the action plan is provided to the Board every 6-months. The action plan will be reviewed by the Board once a year.

The action plan sets out what the Association will do on a day-to-day basis to help ensure that our policy's objectives are achieved and that the Association is being proactive in terms of promoting



Equality and Human Rights. The action plan also lists areas for improvement that we have identified to help us make sure we meet our legal obligations.

Here are some of the actions that we have implemented since May this year from our Action Plan:

- We have developed a programme of Equality and Human Rights Training for staff and the Board.
  - Although we already have the data relating to the protected characteristics of our Staff, we are in the process of gathering this information for our Board members and other customers.
  - When we review our policies, we now carry out equality impact assessments.
  - We remind our tenants and other customers through our various forms of communication that we can provide information that we hold in other languages and different formats, albeit this is upon request. We can also access interpretation services if requested.
- Our website allows customers to choose one of seven different languages to read the information contained on our website. Customers can also change the text size on our website to suit their needs..
  - We have a structured and transparent approach to recruitment of new staff and reviewed our Recruitment Policy this year. We use objective scoring criteria when selecting applicants for interview; we guarantee interviews to all who have a disability, providing they meet the minimum essential criteria for the job advertised, and we report to Board on the equalities data gathered during the recruitment process.
  - We continue to ensure our contractors comply with our commitment to equalities.



# 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



# Paying Your Rent

We know this has been a more difficult year than most as a result of the Covid pandemic, however we must remind all tenants that their rent is due to be paid in full and on time every month and this includes during the Christmas period.

There is no scope to stop paying rent at any time during the year and Christmas is no exception. We will always allow a fair process for tenants to catch up on any delayed payments, however we are unable to facilitate non-payment to allow for the expenses of the festive season. Any tenants failing to pay without our permission or without a justifiable payment agreement being put in place will have action taken against them.

We highlight that the Government has not advised tenants at any time that they do not need to pay rent because of the Covid-19 pandemic. Paying rent remains a condition of your tenancy agreement and in failing to pay, tenants are leaving themselves

open to serious action, which if left unaddressed, can result in legal action, the burden of paying legal fees and the potential loss of your home. We continue to monitor all tenants in rent arrears and take appropriate action. To avoid this, you must act now if:

- You have unaddressed rent arrears.
- You have broken a payment agreement.
- You have failed to pay your rent in full.
- You are consistently paying your rent late.

If any of the above applies, please contact us in confidence. We have a range of support services available, and our first priority will always be to try and help you.

If you are experiencing any financial difficulties that are affecting your ability to pay your rent, please contact us without fail on 0141 952 2447- we are here to help.

## 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**



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# Dalmuir Out of School



## Care Group

### October 2021 Playscheme

During the October week DOSCG ran a Playscheme which involved a wide array of fun activities, treats and crafts for the children to enjoy.

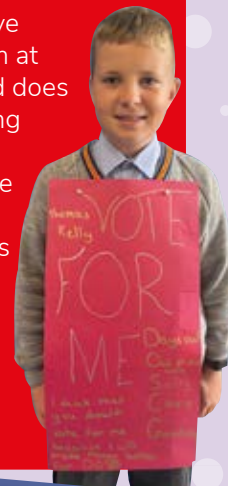
There was some relaxing to be had when the children enjoyed a spa day, getting their nails painted and some face paints. Throughout that week the children also loved playing football and getting all their energy out before an outdoor picnic at Dalmuir Park. On Tuesday there was a Pirate Day where children and staff pretended to be swashbuckling pirates with eyepatches and swords, and a well-earned pyjama day where children watched movies in their onesies and shared popcorn and pizza! The final day of the playscheme was also eventful, in the morning the children engaged in STEM (Science Technology Engineering and Maths) based play by discovering the buoyancy of different objects if submerged in water. For their lunch the children were treated to a bag of chips after a walk around the community and were surprised to meet Blaine the dog who they absolutely adored and had great fun playing with!



## Pupil Council

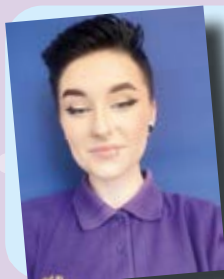
Throughout September DOSCG hosted their very own pupil council election! Children from each of our three local schools put themselves forward and engaged in debates, held campaigns, and voted on who would become the face of their council.

Six children were voted into the council and have already shown their great ideas and enthusiasm at meetings! Thomas Kelly is their chairperson and does an excellent job of guiding meetings and creating agendas with the help of his vice chairperson Adam McGinley. Ruby Keegan is their invaluable secretary who is fantastic at not only taking minutes but also putting forward excellent ideas as well as Laura Kryjom, Sean Vincent and Jack MacFarlane who are the council's fundraisers! They have the job of coming up with ideas to raise funds for fun activities and supplies for DOSCG and so far, have plenty of great ideas!



### Sinead joins our Team

We would like to welcome our new staff member: Sinead McGinley! We wish her the best in her new position.



### SVQ Level 3

Levi Maclean is undertaking their SVQ in Social Services, Children and Young People and we would like to wish them luck for their course.



### Volunteer

Rebecca McFadyen has joined our team volunteering at DOSCG two days a week, while studying Primary Education at Strathclyde University.



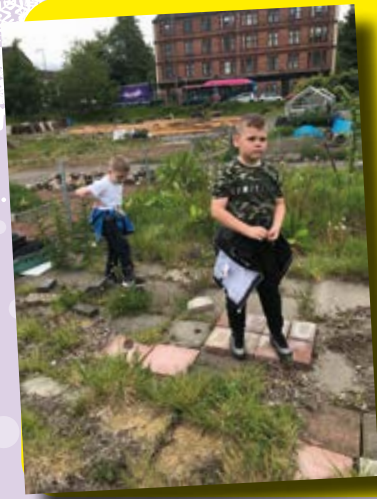
## parent forum

We are eager to restart DOSCG's Parent Forum. Parents are given the opportunity to provide input and ideas for trips, outings, activities and fundraising.

If you wish to be part of this forum to 'HAVE YOUR SAY' please contact:

Elaine Kelly 0141 951 4499 or e-mail: [elaine.kelly@dpha.org.uk](mailto:elaine.kelly@dpha.org.uk)





# Plots

DOSCG have also been lucky enough to secure gardening plots and with the help of Tony and Donny (DPHA gardeners) are looking forward to growing some fresh fruits, veggies, and flowers. The children and staff are excited to have this opportunity and cannot wait to get stuck in!

# Spring Term 2022 School Closure

DOSCG WILL OPEN FOR  
PLAYSCHEME

COME AND JOIN IN THE FUN!

14 February 2022	8am-6pm
15 February 2022	8am-6pm
16 February 2022	8am-6pm

Cost per full day £24.05

For further details please contact Elaine Kelly on 0141 951 4499 or [elaine.kelly@dpha.org.uk](mailto:elaine.kelly@dpha.org.uk)

# DOSCG Christmas holiday dates!

DOSCG  
will reopen  
Wednesday  
5 January 2022

24 December 2021 – CLOSED	30 December 2021 – CLOSED
27 December 2021 – CLOSED	31 December 2021 – CLOSED
28 December 2021 – CLOSED	3 January 2022 – CLOSED
29 December 2021 – CLOSED	4 January 2022 – CLOSED

# GARDEN COMPETITION 2021

Well done to all those who took part in our annual garden competition. The wonderful efforts made ensured that it was another very tough decision for the judges to pick the winners!





# WHAT'S HAPPENING IN

## Happy Birthday!

Sheltered tenant Nancy Clunas, turned 90 years young at the end of July this year, surrounded by many cards and flowers she received from family and friends.



Sheltered tenant Anna Byrne turned 75 years young in October 2021



One of our Sheltered Tenants, who would like to remain anonymous, has sent in a poem she wrote and hopes it makes you all chuckle.

## Household Hints

Monday, burnt the mince  
Ah just huvnae been right since  
Mindin' makes we wince

Firemen ca'd that night  
Gie'd me a bit ae a fright  
Still, a welcome sight

When cooking, stay put  
Or you'll be a right galoot  
Dangerous, tae boot

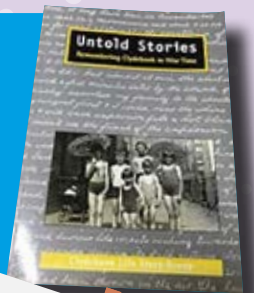
(Anon)



Common rooms are now open for Lunch Club. Shaftesbury Street lunches are on a Tuesday from 11am – 1pm with Nairn Streets lunch club on a Wednesday from 11am – 1pm. In addition, we are providing a lunch delivery service for sheltered tenants that cannot manage along to the common rooms.

## Untold Stories

One of our sheltered tenants Nancy Clunas gave us a copy of a book about the Clydebank Blitz that she helped to write. Nancy reminded us that this year was the 80th anniversary of the Blitz (March 1941).



## Big welcome to our team!

On the 4 October 2021 Eric Gibson, Megan Hampton and Elaine Haughey joined our team taking up the role of Support worker, all bringing different skills to an already established and dedicated Care Team.





# SHELTERED HOUSING

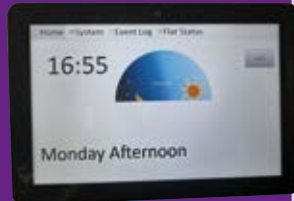
## Service changes

With 3 additional support workers now in position, we can create two separate staff teams giving staff and tenants continuity and a better service delivery. A dedicated staff team will now be responsible for service delivery at Nairn Street and another will be responsible for Shaftesbury Street. Both teams would work closely together providing cover at each complex as and when required, staff will be managed by Angela McNairn Housing Support Assistant.

Nairn Street Care Team	Shaftesbury Street Care Team
Christine Hendry	Angela McNairn (overseeing both)
Eric Gibson	Mary Jane Anderson
Fiona McGregor	Megan Hampton
Yvonne Mathieson	Elaine Haughey

## New Telecare System

Both sheltered complexes have had their new Tele Care system installed, changing from analog to digital. Tenants' homes have also been fitted with a new communication module, inter-connecting fire/heat alarms in line with new government legislation.



## Sheltered Tenants meeting

Nairn Street tenant meeting will be held at Nairn Street Common Room at 1pm on Wednesday 12 January 2022.

Shaftesbury Street Meeting will be held at Shaftesbury Street Common Room 1pm on Tuesday 18 January 2022.

Please come along and have Your Say!

## Christmas Lunches

Free Christmas Lunches for Sheltered Tenants will be on Tuesday 21 December at Shaftesbury Street and Wednesday 22 December at Nairn Place.



## Contents Insurance Reminder

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 for personal contents.

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!

Visit our website or follow us on Twitter @dalmuirha to keep up to date with what's happening and be the first to get information and news.



# Keep Safe from Doorstep Bogus Callers!

How to protect yourself from doorstep crime

- Be on guard if someone turns up unexpectedly
- Keep front and back doors locked
- Use the door viewer or nearby window when answering the door
- If you're not sure, don't answer the door and press/pull your alert button
- Don't feel embarrassed - genuine callers expect you to be careful
- Only let callers in if they have an appointment and you have confirmed they are genuine. If you're not sure, don't answer the door and press/pull your alert button
- Always ask for identification badges of anyone you answer the door to, but don't rely on them. Identity cards can be faked – phone the company to verify their identity
- Never let people try to persuade you to let them into your home even if they are asking for help – they may not be genuine. If someone is persistent, ask them to call at another time and arrange for a friend or family member to be with you
- Call the police for a non-



emergency call 101-for an emergency call 999

- Never agree to pay for goods or give money to strangers who arrive at your door
- Don't keep large amounts of money in your home
- Remember, it's your home
- If you're not sure, don't answer the door press/pull your alert button

## Would you like to help out with the H.A.T.S scheme?



West Dunbartonshire  
Community Transport

**Would you be interested in helping members of your community getting to and from healthcare appointments?**

**Could you help those who are unable to use public transport due to limited mobility?**

**Then come and join us and provide this valuable and free community service.**

For our Health Appointment Transport Service, volunteer drivers use their own car to take service users from their home, to their

appointment, and back home again.

In return, you will be reimbursed with mileage expenses and be fully trained.

You must have held a full UK driving license for more than two years and a Protecting Vulnerable Groups (PVG) check will be carried out.

For more information please email [wdctag@gmail.com](mailto:wdctag@gmail.com)

**Even if you do not want to volunteer as a driver, you may like to be part of the team that will deliver this service and expand it throughout West Dunbartonshire as a whole.**

We have BIG ideas for the future

Maybe you have too!

YOU could share them by being part of the team.

We have regular meetings so come along and get involved.

See us on Facebook or [linkupwestdunbartonshire.org](http://linkupwestdunbartonshire.org)

Search for: West Dunbartonshire Community Transport Action Group

For more information please email [wdctag@gmail.com](mailto:wdctag@gmail.com)





# Unsure of what to do with the ever-changing energy market?

Citizens Advice have put together some information about your rights and places to go for help.

**Know your rights in a changing energy market**

**Get help with an energy problem**

You can get help with energy problems. This includes issues with your bills or meters, or if you're struggling to pay for the energy you use. Citizens Advice and Advice Direct Scotland are the official sources of free and independent energy advice and support.

**Home Energy Scotland**  
Go to: [homeenergyscotland.org](http://homeenergyscotland.org)  
Or call: 0808 808 2282

Mon-Fri, 8am-8pm  
Sat, 9am-5pm  
Calls are free

**If you live in Scotland:**

Go to: [energyadvice.scot](http://energyadvice.scot)  
Or contact Advice Direct Scotland:  
Call: 0808 196 8660  
Textphone: 18001 followed by 0808 196 8660  
Mon-Fri, 9am-5pm  
Calls are free

**Take control and get a better energy deal**

Want to save money by switching tariff or supplier?  
Check out our price comparison tool  
[energycompare.citizensadvice.org.uk](http://energycompare.citizensadvice.org.uk)

Produced by Citizens Advice and sent to you by your energy supplier. March 2021.

## Do you want to move home?

As part of our allocations policy we administer a transfer list, which enables existing tenants with unmet housing needs to apply for housing. Each year we offer up to 10% of our lets solely to existing tenants. If you fall into any of

the categories below you may be eligible:

- Overcrowding
- Under occupying
- Medical needs

Please contact our office for more information.

## 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.

# Need help getting to and from Hospital Appointments?

On 1st October, a pilot Health Appointment Transport Service (H.A.T.S) started covering residents of G81 (1xx-5xx). The pilot funded by SPT and West Dunbartonshire Council operated by South West Community Transport will run for six months and slowly increase capacity for taking eligible residents to clinic or hospital appointments. This pilot service is free for all users.

The intention is to develop a new Community Transport operator for all of West Dunbartonshire by recruiting enthusiastic volunteers to contribute to the planning and eventual operation of the new service. If

interested, you can follow us on Facebook (Search for West Dunbartonshire Community Transport Action Group) or send a message to [wcdtag@gmail.com](mailto:wcdtag@gmail.com) or phone 0141 881 9998



West Dunbartonshire  
Community Transport Action Group



# Are you a Sharing Owner?

**Buy or Buyback that is the question!!**

Sharing owners own a 25%, 50% or 75% share of their home which is either owned outright or the sharing owner has a mortgage. The sharing owner pays rent to the Association for the remaining share of the property.

The Shared ownership scheme is designed to eventually allow the sharing owner to purchase the remaining shares outright or in tranches of 25%.

The benefit is that the sharing owner has a direct investment in the property and will gain from any increase in its value should they wish to sell. A sharing owner can apply to the Association if they wish to increase their shareholding or buy outright.

The Association are also interested in buying back shared ownership properties. Conditions apply, please contact the office for more information or visit our factoring section on our website.

## Not a homeowner yet but would like to be?

The LIFT (Low-cost Initiative for First-Time Buyers) scheme helps first-time buyers, and other priority groups including current social renters, get onto the property ladder with Scottish Government support.

"If it wasn't for LIFT, I would not have been able to purchase a property as I found it difficult to save a large amount of money for a deposit. I'm so grateful for LIFT and would definitely recommend it to others." – Tracy, LIFT scheme buyer

The Scottish Government contributes between 10% and 40% towards the property price and gets the same percentage back when it is sold. Alternatively, buyers can increase their share if they wish to at any point in future.

You can purchase any size of property as long as you meet the financial criteria and the property is large enough to avoid overcrowding. To be eligible, properties must be:

- Advertised for sale publicly e.g. on a website, and
- Priced within the maximum price threshold for the area.

Visit [www.linkhousing.org.uk/lift-tenants](http://www.linkhousing.org.uk/lift-tenants) for a full list of maximum price thresholds.

### LIFT example

A couple with a household income of £38,000 per annum and savings of £3,000 bought a two-bedroom property in Edinburgh with the help of LIFT.

Property price: £155,000

Buyer contribution (deposit plus mortgage): £95,000

Scottish Government contribution: £60,000

In this example, the Scottish Government contributes 39% of the price and will get the same percentage back when the property is sold, unless the buyer decides to increase their share.

In addition to first-time buyers, LIFT is open to:

- Social renters
- People with a disability who can demonstrate a housing need
- Members of the armed forces and veterans who have left within the past two years

**Get a LIFT onto the property ladder**

- Widows, widowers and other partners of those who have lost their life while serving in the armed forces within the last two years
- People aged over 60 who can demonstrate a housing need (not required to take a mortgage)

For more information, visit [www.linkhousing.org.uk/lift-tenants](http://www.linkhousing.org.uk/lift-tenants) or text 'LIFT' to 66777.



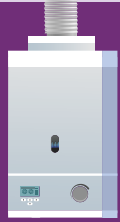


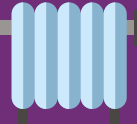
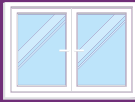
Eligibility criteria apply. Always seek independent financial advice.





# INVESTMENT PROGRAMME

Our investment programme, which was initially delayed due to Covid 19 restrictions, has been making good progress over recent months and we are happy to provide you with an update of the works that have contractors on site and how the programme has been progressing. To date we have completed:-

<b>Kitchen replacement</b> - 45 new kitchens installed 	<b>Smoke and Heat alarm upgrade</b> - 51 properties still remaining to be fitted with upgraded smoke and heat alarm systems 	<b>Boiler replacement</b> - 29 new Boilers installed 	<b>Roof improvements</b> - 4 properties identified for renewal, design has now been completed and the associated works is out for contractors to consider submitting tenders for the work 
<b>Bathroom replacement</b> - 35 new bathrooms installed 	<b>High Heat electric heating system replacement</b> - 3 properties remaining to complete the project 	<b>Sheltered Housing Alarm upgrade</b> Nairn Street sheltered housing complex installation is now complete and Shaftsbury Street sheltered housing complex installation commences mid November 2021	
<b>Window replacement</b> is 90% complete 	<b>Stonework</b> at Dumbarton Road and Scott Street, the design has now been completed and associated works is out for contractors to consider submitting tenders for the work		

Indications are that the majority of the works will all be completed or will have commenced within this financial year, and we look forward to continuing with the programme of investment in the next financial year going forward.

## 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**



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 • Email admin@dpha.org.uk

Registered Housing Association Number: HAL 98  
Charity Registration Number: SC033471  
FCA Reference Number: 1917 R S  
Property Factor Number: PF000397

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