

OFFICE CLOSURE

Our office will be closed for the following public holidays:

- **Easter Holiday**
Friday 15 April 2022 and
Monday 18 April 2022
- **May Day Holiday**
Monday 02 May 2022
- **Spring Holiday and
Queen's Platinum Jubilee
Holiday**
Thursday 02 June 2022 and
Friday 03 June 2022

EMERGENCY CALL OUT

DPHA have changed how we would like all out of hours emergency repairs to be reported.

PLEASE TURN TO PAGE 11 FOR FULL DETAILS



RENT
INCREASE
AND SERVICE
REVIEW - **P5**

GIVING BY
MARGO -
P7

ENTER OUR
GARDEN
COMPETITION -
P10

WHAT'S
HAPPENING
IN SHELTERED
HOUSING - **P14-15**



Hello everyone,

Welcome to our Spring Newsletter, which I hope finds you well and looking forward to the lighter nights, warmer weather and getting out and about more enjoying the walkways, canal and hills that surround us.

You will see that our newsletter has a colour theme of blue and yellow with lots of pictures of sunflowers throughout. The Beardmore Sculpture will also be lit up at night-time blue and yellow over the next wee while. This is our way of showing our solidarity, albeit in a very small way with the people of Ukraine as they deal with the horrors of war. Personally, I just can't comprehend what the Ukrainian's are going through and I'm sure we all hope and pray that a peaceful solution can be found as quickly as possible.

As our country continues to recovery from COVID-19, our office-based staff have once again returned back to working out of Beardmore House. Staff now have the option of working part of the week at home and part in Beardmore House. Our office is open but please bare-in-mind that we now have a door entry system operational as we have to limit the number of people who can be in our reception area at anyone time. If you would like to visit us at our office, it's probably best to phone ahead and make an appointment.

Since we published our last newsletter in December 2021, lots of positive events have taken place in Dalmuir and I hope you will enjoy reading the enclosed articles. Dalmuir Dinners has put on free events over the last 5 months in the Golden Friendships Club finishing on 22 March with a Family Variety Show. This was a brilliant night enjoyed by everyone who came along, including me. Lots of work has been taking place getting our DOSCG garden plot ready for growing vegetables over the summer months.

We have lots of work scheduled to take place during the year in terms of planned maintenance such as kitchen and bathroom

replacements, and we will shortly be consulting with residents who will be affected by the first phase of our planed stonework repairs and insulation works. Please come along to the consultation events that we are arranging as its important you hear about any proposed work, and we need to know your thoughts.



We are about to start recruiting again for new Board members and we want to re-establish our Tenant Panel meetings. Have a read through the articles in our newsletter for more details.

Here's another wee update on my dog Cara who recently turned 12 years old. She's brilliant for her age, although we no longer go on our long hill walks. Her birthday treat involved a visit to her Gran and Grandpa's, a walk up Balloch Park and dip in the loch, which Cara absolutely loved.



Finally, as we look forward to the Spring and Summertime on behalf of everyone at Dalmuir Park, I hope you all keep safe and well and make the most of the longer days, and here's hoping a peaceful solution will be found soon for the war in Ukraine.

Very best wishes,

Anne Marie Brown

Chief Executive

DO YOU WANT TO MAKE A DIFFERENCE IN YOUR COMMUNITY?

Then why not become a Board Member at DPHA!

Our vision is to create a sustainable, vibrant community with well-maintained homes, in a pleasant surrounding environment and to deliver a range of high-quality services to support the Dalmuir community.

Some of the benefits you can expect from serving on the Board include:

- Open your career paths with new skills and knowledge
- Get personal satisfaction from giving something back to the community

- Make a real difference to improve the quality of life for the local community and beyond
- Build a sense of achievement and improve your confidence and self esteem
- Have your views heard in a mutually supportive environment
- Play a crucial role in taking forward the work of DPHA

All you need to give back is just a few hours of your time each month to attend evening meetings.

We would particularly like to hear from local professional people who have skills, experience or knowledge in any of the following areas:

- Local community
- Marketing
- Asset Management
- Procurement

Applying is easy, just complete our short application form on-line at www.dpha.org or call Corporate Services on 0141 952 2447; **Option 2.**

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 Board 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

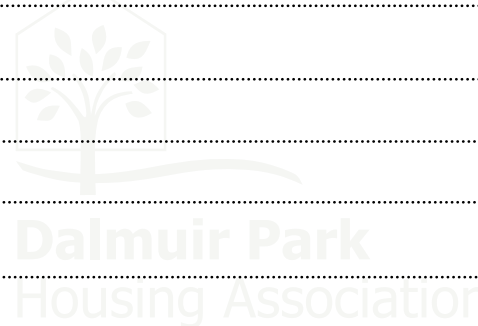
Address

Flat Position

Tel

Email

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



THE RESULTS ARE IN - SATISFACTION SURVEY 2021-2022

During 2021 -2022 an independent company surveyed 121 tenants. This represents over a quarter of our tenants.

We are delighted that:



91.9%

of tenants are happy with the overall service we provide

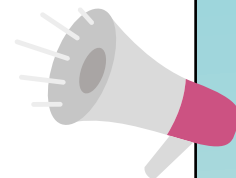
99.5%

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



96.8%

of tenants feel that they are kept informed about our services



88.7% say

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



89.1% reported they are happy with the overall repairs service and

84.9% with the management of the neighbourhood. This lets us know we have more work to do to continue to improve in these areas.

Fly tipping

DON'T DO THIS



DO THIS



If your large household items are damaged or cannot be reused, Waste Services operate an uplift service to help you dispose of them. WDC aim to pick up general household and white goods items within ten working days after receiving your payment. However, this timescale is only a guide, which means it could take longer than this.

WDC charge £24.36 in advance for this service which can be arranged by calling the Contact Centre on **01389 738282**, Monday - Thursday 9am - 4.30pm & Friday 9am - 3.30pm.

This charge covers approximately **10 items** with an itemised list taken at the time of booking.

Alternatively, if your items are still in good condition why not donate them instead? You can have them collected for free by calling the National re-use phone line on **0800 0665 820** who will arrange for a local re-use organisation to collect your item(s) and pass them on to be used by someone else.

If you spot fly tipped waste, call the Dumb Dumpers hotline on **0300 777 2292**

Rent Increase and Service Charge Review

We recently completed our consultation process about our proposed rent increase and review of our service charges for 2022/23. 82 people took part in the consultation either through phone consultations or online through Survey Monkey. Our Board has considered all of the responses, particularly in relation to affordability where 74.3% of our tenants who responded agreed their rent represented good value for money.

We asked in our consultation what our tenants felt about their rent's value for money and 61 (74.3%) of the tenants who answered this question felt it was. We are committed to ensuring value for money and affordability for our tenants. We aim to deliver this by providing quality housing and services for a fair and affordable rent. We will continue to deliver our services in the most cost-effective manner we can and give clear information on how rental income is spent.

Our Board is very aware that there is a fine balance between ensuring our rents are affordable and ensuring that we can continue to provide the funding we need to invest in your homes and provide essential services.

A rent increase of **3.9%** was agreed and was applied to rents as of **28 March 2022**.

Anne Marie Brown our Chief Executive commented "Each year the Board has a difficult decision to make about how much to increase rents by. As a business the association needs to make sure it has enough money to pay its costs and our income comes from the rents we charge. This year more than ever the Board were mindful of the financial impact of the ongoing pandemic and the increase in general costs such as energy bills, which is putting a huge pressure on tenants' and shared owners' finances. Taking all this into account the Board wanted to keep this year's rent increase to a minimum so that our rents remain affordable."

The table below details the proposed monthly service charges for 2022/23. The service charges are based on the 2020/21 costs. These costs are included in the total rent you pay each month.

Service Charge	2021/22	2022/23	Change
TV Aerial maintenance	£0.45	£0.28	£-0.17
Door Entry Systems	£1.07	£1.20	£0.13
Communal Fans	£4.64	£4.48	£-0.16
Grounds Maintenance	£20.80	£14.44	£-6.36
Stair Cleaning	£15.43	£15.49	£0.06
Stair lighting	£5.69	£6.34	£0.65
Housing Support (Sheltered Housing)	£188.97	£175.61	£-13.36

If you are worried that you cannot pay your rent, then we are here to help. Do not leave it until you are in difficulty - contact your Housing Officer at the office on **0141 952 2447; Option 1** as soon as possible.

Please remember that if you currently receive **Universal Credit** you should have updated your claim through your on-line portal on **28 March 2022**. If you have failed to notify Universal Credit of the rent increase, please do as soon as possible as failure to do this may result in arrears on your account which you will be liable for.

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

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

Paying Rent

When your rent is due

Your rent payment is due on 28th of each month. You can pay however suits you - weekly, every two weeks or monthly so long as you pay in advance. It's important that everyone pays their rent and that it is paid on time so that we can provide you with the best possible housing services.

We use the rent and service charge received to provide services and carry out improvements to your home and estate. That's why it's important you keep your payments up to date.

Please don't forget, your rent needs to be paid in advance. This means you should be paying your rent on or before the 28th of each month for the month ahead. If you are unable to pay before the end of the month (due to the way you are paid) you will be asked to enter into a repayment arrangement to ensure your rent is paid as per the terms of your tenancy agreement.

If you are not paying in advance yet, or struggling to pay your rent? Please contact us as soon as possible. We can set up a repayment plan and give you advice if you're worried about your rent.

EICR - Electrical Inspections



Dalmuir Park Housing Association have procured the Valley Group to carry out EICR inspections of the electrical installation in your home. This inspection requires to be carried out every 5 years, to make sure that it is safe and that it is up to the current standards. This test forms part of the Scottish Housing Quality Standard (SHQS), so it's really important that we can get access to your home to carry this out.

The test mainly involves working at your main circuit board or consumer unit. But access will also be required to check a few sockets and switches to make sure that the wiring is in good condition. The test will not disrupt your home or make a mess, but it takes at least an hour to complete because we need to take a number of measurements and record test results. If we find any

minor faults, the electrician will repair these on the day that they are carrying out the test. But if we need to address other issues, such as replacing your consumer unit, we will arrange this as follow-on work at a date and time to suit you.

We appreciate your co-operation in giving us access to your home so we can carry out this important check and ensure that you are safe and that your electrics are up to date.

Valley will contact you soon to make arrangements to carry out the EICR inspection. Covid risk assessments and working practises will be followed when carrying out the inspections.

The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.fireScotland.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

'Giving'

by Margo

You may or may not know that the association is not only a housing association but is also a Scottish Charity.

Being a Scottish charity, the association has had a Charitable Donations Fund in place for quite a while, which is open to other local charitable organisations to apply to for funding, normally up to the value of £250 in any given year.

Our Charitable Donations Fund has recently been renamed 'Giving by Margo' in recognition of our colleague Margo MacPherson who sadly passed away last year. The Dalmeir community meant a lot to Margo, and she always tried her best to help and support people so we thought re-naming our own donations fund was a very fitting tribute to Margo.

If you are involved with a local charitable organisation and that organisation would like to apply to 'Giving by Margo' for funding, the organisation would need to meet the following criteria:

- Be a charitable organisation and compliment the work that Dalmeir Park Housing Association does, such as:
- Improving community spirit and involvement of tenants and residents.
- Raising the profile of social housing and the importance of housing in people's lives.
- Ensure Dalmeir Park's tenants or prospective tenants will benefit from the donation.
- Your organisation should be based in or operate in the Dalmeir area.

We are particularly interested in receiving applications for funding projects that fall into the following categories and those that can show they are likely to have an impact on our tenants and the Dalmeir community:

- Financial Inclusion
- Health and Wellbeing
- Social Inclusion
- Skills Training
- Digital Inclusion
- Employment and Volunteering

If you would like to apply to 'Giving by Margo' for funding of up to £250, please contact Gary Earl, Finance Services Officer on **0141 435 6523** or **gary.earl@dpha.org.uk**.

Remember though, you can only receive funding once in any given year.



FACTORING CHARGE UPDATE AND ANNUAL INVOICE



It is that time of year again when your annual invoice will be popping through your door.

This letter follows service charge review information sent to you in February with the costs for 2022/23. These costs are calculated, in accordance with our Service Charge Policy, and are based on actual costs incurred during 2020/21.

Last year we were delighted with the payment response, given we continued in periods of lockdown and restrictions. 61% of our owners continued to pay via our direct debit facility. Paying by Direct Debit prevents payments 'slipping your mind' but also allows you to spread your costs over a 12-month period. It also allows the Association to monitor payments coming into your account and assists in keeping administration costs to an absolute minimum.

All invoices relating to the previous financial year (2021/2022), **INCLUDING COMMON CHARGES**, should now be paid in full. If you have not already done so, please arrange to pay these immediately. Failure to pay your factoring invoices could result in legal action and all legal costs will be due by you. Legal action is rarely required given the high volume of owner payments. It is also of no benefit to the Association other than to recoup monies owed.

Thank you once again for your support over the periods of restrictions which has delayed some admin processes and also for your timeous payments.

SERVICE CHARGES FOR 2022/23

Service	Annual Cost for 2021-22	Annual Cost for 2022-23
TV Aerial Maintenance	£5.40	£3.36
Door Entry Systems	£12.84	£14.40
Communal Fans	£55.68	£53.76
Grounds Maintenance	£249.60	£173.28
Stair Cleaning	£185.16	£185.88
Estate Lighting	£68.28	£76.08
Other Costs	Annual Cost for 2021-22	Annual Cost for 2022-23
Management Fee	£70.00	£80.00
Buildings Insurance	£126.58	£158.15

60% of Owners Pay by Direct Debit

Visit our Factoring Area on www.dpha.org

24% of Owners paid in full

Common Invoices 28 Day Payment Terms

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

Dalmuir
Diners
(Wednesday)
8 Dates
836 Attendees

Dalmuir Diners
(Thursday)
16 Dates
1,038
Attendees

Dalunir Diners
(Christmas)
3 Dates
404 Attendees

Christmas
Panto
1 Date
126 Attendees

Christmas
Grotto
2 Dates
400 Attendees

Halloween
Party
1 Date
140 Attendees

4,000 attend Dalmuir Community Events!

Family
Theatre
Shows
8 Dates
1,056
Attendees



We broke the news in our Winter 2021 edition that the Association had secured £60k through the Scottish Government's Communities Recovery Fund to run an extensive community program of events from October 21 to March 22.

What a response we got to that!!! 4,000 attendees over 39 dates enjoyed events such as Family dinners, Christmas dinners, Halloween Parties, Christmas Pantomimes, Family Theatre shows and much more!! This was through our self-entitled "Dalmuir Diners" Project run in partnership with Golden Friendships and Trafalgar Housing Association.

Our Finance Officer Gary Earl said, "This was an amazing amount of funding from the CRF fund. The difficult aspect of the project was in the application itself but working with such competent community partners provided the Association with the luxury to enjoy the experience that was also enjoyed by many of our tenants and others within the wider area. Our sincere thanks must go to Golden Friendships who were immense over the running period of the project"

The Grand Finale to the 6-month long project took place on Tuesday 22nd March with a Family Variety Evening of entertainment. A host of entertainers included; Kids Entertainer and show organiser Pat Doogan, from Blackpool's Central Pier Magic Malky, Outstanding Magician The Great Azis, Singer Sam Harrison and Douglas the Magical Clown.

All kids attending the variety show were treated to Crisps, Juice and Sweets and were included in a free raffle.



Our Community

Garden Competition 2022

Why not enter our 2022 Garden Competition?

It's that time of year again when we are hoping that you will be thinking about what bulbs to plant soon. Or maybe you are thinking about taking up gardening as a new hobby after seeing the beautiful displays last year?

If so, why not enter our 2022 Garden Competition? We are always astounded with the high standard and hard work that our tenants put into their gardens and balconies each year. Seeing the beautiful flowers in bloom in the summer months gives us such a sense of pride in our community, and we know that this feeling is shared by so many too, so we can't wait to see what you have planned for this year!

As always there are some great prizes to be won in this year's competition, including up to £50 of B&Q vouchers! Just think how that could help with the amazing work that you already do!

The categories are as follows: Best Garden, Best Balcony and Best Improved Garden. So why not give it a go?



THERE IS SOMETHING INFINITELY HEALING IN THE REPEATED REFRAINS OF NATURE - THE ASSURANCE THAT DAWN COMES AFTER NIGHT, AND SPRING COMES AFTER WINTER.
- RACHEL CARSON



West Dunbartonshire
Community Foodshare

Together we can make a difference
Scottish Charity Number: SC044348

We can provide anyone affected by Food Insecurity with an emergency food parcel, delivered to your home address.

Anyone in need of support can contact us on
01389 764135 or 0800 345 7050,
Tuesday to Friday 10am - 3pm.

Food parcels are delivered the next working day.
Many thanks.

West Dunbartonshire
Recovery Community
Family Group

ROCKY ROAD SUPPORT GROUP

MONDAY EVENING
6.30PM-8.30PM

ALTERNATIVES
QUAY ST, DUMBARTON
G82 1LG

For More Information
Contact Number:
07977 193227

We offer support to anyone in West Dunbartonshire and surrounding area, over the age of 16 who is affected by someone else's drug or alcohol use

Emergency Repairs out with normal working hours



DPHA have now changed how we would like all out of hours emergency repairs to be reported.

Applicable Times

- Monday – Friday 5pm – 9am
- All weekends
- All public Holiday Closures

Our call out telephone number has changed to the usual DPHA phone number **0141 952 2447** so for all **EMERGENCY** out of hours calls, please call this number.

There is a new message that will direct you to the correct contractor.

1. For Gas (Hiflow), Heating or Plumbing Emergencies PRESS option one
2. For McDougall's/McGill's Any other emergency repairs PRESS option two
3. To Leave a message for a member of staff PRESS option three

Emergency repairs are where work needs to be done as soon as possible to minimize any adverse effect on the health or well-being of residents, or where not carrying out the repair could cause significant damage or deterioration to the property.

Some examples are provided below;

- Burst pipes
- No heating
- No water supply
- Loss or partial loss of gas supply
- Unsafe power or lighting, socket or electrical fitting
- Chocked toilet or toilet not flushing (if only one toilet in house)
- No lighting or power (please check power card supply before calling an emergency repair)
- Unsecured external door or window
- Broken windows
- Blocked or leaking foul drains or soil stacks.

Please note that all calls will be recorded for training purposes.

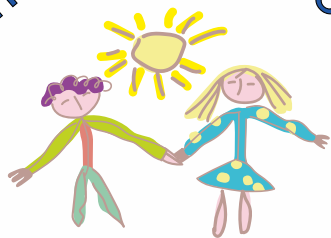
Stoneworks

We are pleased to announce that the Stoneworks project at Dumbarton Rd & Scott Street is moving forward to the consultation stage.

Following the tender process, contractors have been approved and we held a joint meeting on 6th April 2022 with all the contractors involved in the project

and the owners within the development to discuss two proposed options. If you reside at 824 – 830 Dumbarton Rd or 8 – 10 Scott Street, you will be hearing from us soon as we will also be holding consultation events for you where we can let you know the scope of the work and what the likely impact of the work will be for your home.

Dalmuir Out of School



Care Group

LOOSE PARTS PLAY

The children have recently been taking part in 'Loose Parts' play, this is a lovely term coined by an architect named Simon Nicholson who believed that we can empower our creativity by using loose parts and we as at DOSCG have adopted that theory.



Loose parts create endless possibilities and invite creativity. For example, if a child picks up a rock and starts to play, most likely that rock can become anything the child wants it to be. Open-ended play and experiences are of huge value to our DOSCG playworkers and if anyone is able to donate items like; buttons, beads, ribbons etc. It would be greatly appreciated!

LOOSE PARTS PLAY

WHEN CHILDREN PLAY WITH LOOSE PARTS THEY ...

OBSERVE 	INQUIRE 	CONSTRUCT 	DECONSTRUCT
ENGAGE WITH OTHERS 	ENGAGE WITH THE ENVIRONMENT 		
INVESTIGATE 	APPLY KNOWLEDGE 	EXTEND THEIR THINKING 	APPLY SKILLS

www.myteachingcupboard.com

PARENT AND CARER FORUM

As of March the Parent and Carer Forum has been reestablished within DOSCG and are already making excellent headway in raising funds and all parents/guardians are encouraged to take part and make their voices and ideas heard.



The Parent and Carer Forum have already organised a Family Fun Day (date yet to be confirmed) which will consist of fun activities for children and adults alike! Sarah McDade, an active member of the Parent and Carer Forum, confirmed that we are hoping to bring in as many families from within and outside of DOSCG We are hoping to make this a memorable day for any and all involved, with face painting, Tug of War, Tombolas, Raffles and so much more! Any donations for prizes would be much appreciated and dates will be confirmed on the DOSCG Facebook page.

SUMMER PLAYScheme

We at DOSCG are looking forward to unveiling our summer playscheme plans! Summer is often the highlight of the children's (and staff's!) year as it is jam-packed with a wide range of indoor and outdoor activities, as well as trips and outings.

We plan to spend some time at our plots, take some trips and complete as many activities as possible! Each summer we strive to take the children out on trips to parks/landmarks/amusements across the central belt of Scotland. Summer playscheme will run from the 29th of June to the 16th of August, and the DPHA website will be updated closer to the time with a full list of activities, plans and dates! If you think your child/ren would enjoy our summer playscheme please contact Elaine Kelly at DOSCG on 01419514499.



ONGOING TRAINING

All DOSCG staff have recently undertaken Equality Training as well as an Adults and Pediatrics First Aid course, as we pride ourselves on being as up-to-date on any and all information concerning children and their wellbeing. The staff responded well and actively strive to make their practices as great, safe and inviting as they can be!

RECYCLING INITIATIVE

One of our best and brightest at DOSCG, Sinéad, has gotten the children incredibly excited about recycling through creating bin monsters!

The children sat and designed faces and mouths for the paper-waste bins and learned about what an impact recycling can have on the environment. The kids have also been doing their research into their environmental impact and how they can help subjugate their carbon footprint while simultaneously helping the fight against climate change. The Pupil Council have also encouraged us as staff members to move to paperless as much as we can and we have implemented whiteboards in place of paper!



KINDNESS TREE

Briony Carline, one of the more creative amongst us, has created a kindness tree to adorn the walls of DOSCG!



Children writing a thank you note to Nancy

The plan for the kindness tree is to encourage empathy, kindness and compassion in both the children and staff members alike and so far is working wonders. The children are incredibly enthusiastic about the project and it is evident that they are taking notes and encouraging each other to be more kind. Nancy Mowatt, a tenant in the DPHA Sheltered Housing, was inspired by the Kindness Tree and very generously donated some decorations to further improve the visual effects. Nancy, we at DOSCG cannot thank you enough! Briony has been working in tandem with Levi Maclean to revamp and rework the face of the DOSCG corridor. Levi has painted the windows and plans to repaint the walls and radiators. They have already made great progress!

WISH REBECCA GOOD LUCK AND GARY FAREWELL

We would like to wish our volunteer Rebecca McFadyen good luck in all her future endeavours at university and we know she will make an excellent teacher in the near future! Gary Gibson, Playworker, has left to pursue a different route. We wish him all the best.

Good Luck!

WHAT'S HAPPENING IN

CHRISTMAS 2021

Unfortunately, our annual Christmas party had to be cancelled due to Covid restrictions, but Anna and support staff took the party to everybody's door with a special helper in the form of "Santa".

The sight of Santa and his helpers ringing bells and taking hot meals to sheltered tenants on 22nd & 23rd of December caused a commotion on Dumbarton Rd, buses, cars, and taxis tooted their horns and bystanders cheered them on their way. Some very lucky children got to speak to Santa in person and our sheltered tenants were delighted that Santa took the time to deliver their 2-course meal at his busiest time. Tenants also received a box of shortbread and a calendar commemorating the Clydebank Blitz from the complex.



JANUARY 2022 - BURNS MEAL

Tenants were happy to celebrate Burns Day Lunch, Haggis pies & shortbread delivered by Anna and staff to tenants in their home, all tenants who received their lunch were delighted one of our tenants even answered her front door dressed for the occasion in a tartan shirt which you can see in the photo attached.



EXERCISE CLASS

We are hoping to start our exercise classes again; at both complexes Shaftesbury Street and Nairn Place, we will keep you all updated, we are all looking forward to seeing you all there.



EASTER LUNCH

We have an up-and-coming easter lunch arranged for our Sheltered housing tenants both at Nairn and Shaftesbury Street, am sure this will be a success just like all our other events.

Happy easter from us all.



SHELTERED HOUSING TENANTS' MEETING

Shaftesbury Street tenants' meeting will be held at Shaftesbury Street Common Room at 11am on Tuesday 14 June 2022.

Nairn Street tenants' meeting will be held at Nairn Street Common Room at 11am on Wednesday 22nd June 2022.

Light refreshments provided

SHELTERED HOUSING?

Happy Birthday!

One of the Sheltered Housing staff team, Christine from Nairn Place celebrated her 50th birthday in January.



Tenants enjoying Lunch club, so lovely to welcome everyone back to the common room.



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 '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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