

**Dalmuir Park**

**Housing Association**



**New Tenant Pack**



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**Dalmuir Park**  
Housing Association

A warm welcome from the Chairperson

Dear Tenant,

### **New Tenancy**

On behalf of the Association's Board of Management I welcome you to Dalmuir Park Housing Association.

The enclosed Handbook and various leaflets are intended to provide you with all of the information that you require to access the Association's service and to ensure that you know your rights and responsibilities under these arrangements. The housing staff are available to assist you as much as possible and you may contact them if you have any queries and requirements.

We hope that you enjoy the benefits of living within the area and that you are fully aware of the facilities on offer and the methods you can use to advise the Association about the quality of the service and if there are any ways it can be improved. It should also help you if you wish to make a complaint.

This Association flourishes due to the work of its community controlled Board of Management and I would ask you to consider becoming a member of the Association and to consider what you can add to its success. A membership application can be found on page 14 of this document which for £1 you can obtain a share and the right to vote at the Annual General Meeting and be eligible for a place on the management committee.

Let me wish you a long and continued association with DPHA and hope that your new home meets your needs and requirements.

Yours sincerely

*Jordan Henderson*

Jordan Henderson  
**CHAIRPERSON**

# Your Charges Explained

## Rent

The Rent that you pay is detailed on your tenancy agreement. The rent covers the cost of providing, managing and maintaining your property according to the standards expected of the Association. The tenancy agreement outlines your rights and responsibilities. A rent payment card will be ordered for you and you can have the opportunity to complete a Housing Benefit application form if you are on a low income.

## Service Charges

A Guide to what is provided

Various charges are made to you for work carried out to the property. Not all may be applicable to you but the following is a guide to those services that we provide. The service charges are stated in your tenancy agreement.

**Estate Caretaker:** Relates to the common parts of the property

- Back Court Grass cutting approx. 14 times per year between April and November
- Maintenance of shrub beds
- Pruning of Tree and shrubs
- Weed-killing once per year
- Cost within the whole estate of graffiti removal
- Removal of dumped items in common areas and lanes
- Replacement of damaged plants
- Repairs to fencing, hard landscaping, washing poles and bin areas
- Improvements of a minor nature
- Twice yearly cleaning of stair-head windows
- Twice yearly cleaning of close door glass panels

**Estate Lighting: Close back court and estate**

- Cost of Electricity to common lighting
- Includes stair and backcourts
- In some areas street lighting
- Replacement of bulbs and fittings

**TV Aerial**

- Electricity used by the communal TV systems including amplifiers
- Provision for Terrestrial Analogue Reception
- Replacement of parts
- Repairs

### **Communal Ventilation**

- Electricity to communal fan
- Servicing and Repair/Replacement

### **Front Garden Maintenance**

- Maintenance of the front garden for ground floor tenants

### **Open Space:**

Maintenance of the landscaped areas out with the common parts in New Build developments

- Grass cutting in areas common to the development
- Maintenance of landscaped areas
- Repairs to hard landscaping and parking areas
- Weekly Litter picks

### **Community Alarm**

- Provision of Alarm Telephone and pendant
- Connection with monitoring service
- Training and support from staff
- Replacement of batteries in pendant
- Repairs to Alarm Telephone
- Line rental charges

### **Door Entry**

- Cost of Electricity used by the system
- Repairs (except vandalism, which is recoverable, from insurance)
- Improvements of a minor nature to the system

### **Stair Cleaning**

- Weekly cleaning of common stairs and landings

### **Furniture**

- Variable charge dependent on the package
- Provision of household contents to an agreed standard
- Replacements under normal wear and tear
- Insurance of all items

## Sheltered Housing Service Charges

- 24 hour support
- One daily call from the Support Worker to the home
- Link with Community Alarm network
- Alarm Link between the two complexes
- Use of common room and activities
- Running costs of the common rooms
- Access to laundry service
- Running costs and regular replacement of equipment

## Payment of Rent and Service Charges

Payment of rent is an important condition of the tenancy and you should ensure that you are clear about how and when rent is paid.

Rent is due to be paid monthly in advance to the Association by using the Allpay Rent Payment Card at the various points locally, at the bank or by direct debit or cheque.

If you are eligible for housing benefit they will pay any award to the Association direct and will inform you of the amount.

A review takes place annually which may vary the rent and service charges. You will be consulted in any changes.

The Tenants Handbook provides further detail.

## Other important issues

### Gas and Electricity

As a consumer you have to arrange the provision of services with the power company. As the power market has been de-regulated, there are an increasing number of companies looking for your business and it is not within the scope of the Association to determine who the current supplier is nor do we make arrangements for your supply.

### Refuse and Bulk Waste

It is your responsibility to ensure that waste is disposed of properly and placed in the correct bins provided. Our contractor shall present the bins for emptying on the day of collection and return them to the bin store once emptied.

Any bulk or larger items can be disposed of by calling West Dunbartonshire Council on 01389 737000 where a fee shall be charged for pick up or by taking the items to Old Kilpatrick Recycling Centre, Ferry Road.

#### Common Close

As part of service charged your close shall be cleaned weekly and deep cleaned quarterly. The close must remain clear of bins, bin bags and other general waste and furniture which can be a fire hazard.

#### New Tenant Visit

The Housing Officer will contact you to discuss how you are settling in to your new home. This is an opportunity to ask questions or to advise the Housing Officer of any issues you may have that you can obtain assistance with.



## Information on the local area

### Information for new tenants and housing applicants

#### **Introduction**

The Association provides a variety of information for new tenants and for housing applicants. The purpose of this leaflet is to provide you in summary form some information about our properties and the area in which we operate.

The Associations properties are situated in the west end of Clydebank and are predominantly tenemental in construction. As a consequence of our origins in 1997 we own around 500 rehabilitated Victorian sandstone buildings and have around 200 new built properties including houses.

The properties all have modern facilities – double glazing central heating modern kitchens and we continually upgrade our stock in line with our major repairs programme. We are also currently working towards the Scottish Executive's Energy Efficiency for Social Housing (EEESH) Quality Standard to reduce carbon emissions in 42% of our properties by 2020 and in 85% by 2050.

#### **Other housing options**

Two other Housing Associations operate locally Trafalgar and Link with approximately 600 properties. The main social landlord is West Dunbartonshire Council with 3500 properties and there is a variety of older established private estates as well as many newer flats and houses. There are also another 3 local Housing Associations in Clydebank – Faifley, Knowes and Clydebank.

#### **Local Amenities**

Dalmuir is located approximately one mile west of the main Clydebank centre and seven miles from Glasgow City Centre. The Association's properties are mainly situated on or near the main Dumbarton Road, a key route. The area has a small but busy local shopping centre with supermarket, bank, convenience stores and a substantial number of small businesses. It hosts a significant sized industrial estate, the Golden Jubilee National Hospital and NHS 24 Call centre.

#### **Transport**

Dalmuir has a busy railway station with links to Glasgow (Queen Street and Central Station) and to Dumbarton and the Highlands. A number of key bus routes to Glasgow operate along Dumbarton Road and Duntocher Road. Glasgow Airport is situated approximately five miles from Dalmuir. The Erskine Bridge is two miles away.

#### **Leisure**

The Firth and Clyde Canal runs through the area which also includes the well-used Glasgow to Balloch cycle track. Dumbarton is five miles to the west. The area is only 10 miles from Loch Lomond and well situated for outdoor pursuits in the Old Kilpatrick hills and further on to the West Highlands.

Dalmuir Park is literally on the doorstep which also hosts the Dalmuir Municipal Golf course. The Dalmuir Community Education centre provides leisure and educational opportunities. Several private bowling clubs are located locally.

In the centre of Clydebank there is a major shopping centre, a leisure centre with swimming pool in the Queens Quay and a large cinema complex. Dalmuir has a number of public houses and has seen a rise in the number of smaller cafes and food outlets in recent years.

### **Schools and Colleges**

Dalmuir has 3 primary schools with the high schools are situated more centrally in Clydebank. West College Scotland is located in Queens Quay 1.5 miles away. The area is served by a number of private and state nurseries and there is an after school facility (Dalmuir Out of School Care Group) DOSCG located within the Dalmuir CE Centre.

### **Wider Activities**

DPHA supports a number of local facilities including DOSCG, active in promoting no housing activities within the area such as sponsorship of local youth football including an annual Primary Schools football tournament, elderly dances and outings, youth activities, health promotion, environmental improvements and the social economy.

## Minimum lettable Standards

Component	Standard	Action if below standard
<b>Front Entrance Door</b>	lock fast secure	Change/ recycle locks if appropriate
	glass intact	Replace
	handles serviceable	Replace
	opens and closes easily	Replace
	letterbox intact	Replace
<b>Electrics</b>	meter in place	Utility
<b>RCD</b>	electrical safety check	Electrician
<b>Gas</b>	gas safety check	Gas Service Engineer
	obtain certificate	
<b>Central Heating</b>	no missing components	Replace
<b>Gas Fire</b>	no paint on fire	Replace
<b>Windows</b>	glass intact	Replace
	handles intact	Replace
	safety catches intact	Replace
<b>Pass Doors</b>	intact	Fill/Replace
	handles intact	Replace
<b>Kitchen Units</b>	sink intact	Replace
	taps intact	Replace
	no leaks	Repair
	worktop without obvious burns, cracks, breaks or water blown	Replace
	doors intact	Replace
<b>Floorboards</b>	no serious squeaks	Repair
	no boards missing	Repair
	no blown chipboard	Repair
	no nails protruding	Repair

<b>Component</b>	<b>Standard</b>	<b>Action if below standard</b>
<b>Sanitary Ware</b>	no unhealthy smells	Clean
	no foul stains	Clean
	clean bathroom suite	Clean
	no chips	Repair/Replace
	taps intact	Replace
	seat intact	Replace
	cistern flushes	Repair
	plugs intact	Replace
	extractor fan intact	Replace
<b>Smoke Detector</b>	intact	Replace
<b>Decoration</b>	medium standard each room	Decorate/Clean Individual Rooms
<b>Furniture</b>	flat clear	Remove/Dispose Store If Abandoned
<b>Plasterwork</b>	by nature of each scheme - variable	Repairs To Spalling Areas. Fill Holes. Investigate Ceiling Cracks
<b>Shower</b>	intact	Electrical Check
<b>Washing Machine Connections</b>	intact	Cap
<b>Roof</b>	tiled no leaks	Repair
<b>Gutters</b>	intact	Repair
	no debris visible	Clear Out
<b>Stonework</b>	intact - variable	Report
<b>External Lighting</b>	intact	Replace
<b>Close</b>		
<b>Close Door</b>	intact	Repair
<b>Close Glass</b>	intact	Repair
<b>Door Handles</b>	intact	Repair
<b>Door Entry</b>	sounds and opens	Repair
<b>Decorations</b>	medium	Report And Refer To Cyclical Maintenance
	graffiti	Remove
<b>Tiles</b>	intact	Replace

<b>Close Entrance</b>	tiles intact	Replace
<b>Close Lighting</b>	intact	Repair
<b>Garden</b>		
<b>Front Garden</b>	cultivated or cut	Order Once Over
<b>Fence</b>	intact	Repair
<b>Rear Garden</b>	maintenance contract	Report
	no overgrown trees	Report
	no bare patches	Repair
<b>Rear Fencing</b>	intact	Repair
<b>Bin Areas</b>	intact	Repair
	clean	Clean
<b>Paths</b>	no tripping hazards	Repair
<b>Tenants Alterations</b>		
<b>Shower</b>	electrical check	Retain If In Good Condition And Has Been Checked
<b>Lighting</b>	electrical check	Remove
<b>Fireplace</b>	not specified component	Report
<b>Handrails</b>	intact	Report
<b>Disabled Adaptions</b>	intact	Report
<b>Fire Alarm</b>	intact	Report To Health And Safety Representative
<b>White Goods</b>	intact	Refer To Property Records
	determine if DPHA or tenant	Dispose Unless New



## DPHA Membership Application Form

If you would like to apply for membership of Dalmuir Park Housing Association Limited, just send in the form below together with your subscription of £1.00. Your application will then be considered at the following Board of Management Meeting and when it has been accepted you will be issued with a Share Certificate. Your £1.00 is treated as share capital and the Share Certificate is recognition of your rights as a member to take part in all of the general meetings of the Association. The Issue of a Share Certificate makes you a lifetime member but it does not commit you in any way to any personal liability for the way the Association is run or to any further financial liability. On the other hand you can't expect any financial return from it either because Dalmuir Park Housing Association is not allowed to make a profit for redistribution to its shareholders.

If you wish to find out more about the way Dalmuir Park Housing Association is run you can request a copy of the Rule Book of the Association.

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TO: The Secretary  
Dalmuir Park Housing Association  
631 Dumbarton Road  
Dalmuir  
CLYDEBANK

I hereby apply for membership of Dalmuir Park Housing Association Limited, and enclose £1.00 for one share.

Please send me a copy of the Rule Book.

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

### Further Information

Further information about anything in this document can be obtained by telephoning the Associations Office on 0141 952 2447.