

OFFICE CLOSURE

Our office will be closed for the following public holidays:

- **May Day Holiday**
Monday 1st May 2023
- **King Charles III Coronation**
Monday 8th May 2023
- **Spring Holiday**
Friday 26th May 2023 and Monday 29th May 2023



EMERGENCY CALL OUT

We have recently changed the way Out of Hours emergency repairs should be reported.

PLEASE TURN TO PAGE 7 FOR FURTHER DETAILS.

A MESSAGE FROM
OUR CHIEF EXECUTIVE
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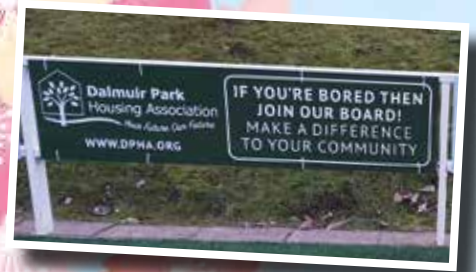
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Have you seen our new advertisement at Clydebank FC's Holm Park?



Would you like to be involved in running YOUR housing association?

Dalmuir Park is always looking for additional local people or professional individuals to consider joining our Board of Management.

Who are we looking for?

- Anyone who is interested in Dalmuir Park Housing Association and the services we provide to our customers.
- People who are over the age of 16.
- Anyone with any form of disability – we will make all required reasonable adjustments.
- Minority Ethnic residents – we know that we have people from minority ethnic groups living within our community.
- Professional Individuals – perhaps you already work in housing and are keen to further your personal

development, or you may work in a different industry entirely but have a keen interest in the housing sector.

What would be my commitment?

- Attend on average one meeting per month.
- Reading committee papers and preparing in advance for meetings.
- Attend training as and when required.
- Meetings usually last no more than two hours.
- Attendance at the Annual General Meeting.

What would be my reward?

- No payment is made, however, expenses such as travel, meals, etc. will be provided where required.
- You will have the knowledge that you are helping to make a difference within your community.
- Training is available which will increase your knowledge.
- Volunteering can improve your job prospects in tandem with the training provided.
- The opportunity to attend events and meet with board members from other organisations.

If this is something which you would like to consider or would like to obtain further information, please contact the Corporate Services Team via e-mail at admin@dpha.org.uk for an informal chat.



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.



A MESSAGE FROM OUR CHIEF EXECUTIVE

Hello everyone,

Welcome to our Spring Newsletter, which I hope finds you well.

At the time of writing this newsletter article, the clocks had just changed signalling the start of the lighter nights and longer days. I love all the weather seasons for different reasons, but I really like the Spring with its promise of new life and vibrant colours after the drabness of a damp Winter. I couldn't resist taking a picture of some of the snowdrops and crocuses that popped up in my own garden earlier on this year to share with you.

We had a busy Winter at DPHA, which included Christmas social events; securing additional external funding for our community projects; installing new kitchens and bathrooms; ensuring all our properties have a valid EICR (Electrical Installation Condition Report); DOSCG (Dalmeir Out of School Care Group) received an excellent inspection report from the Care

Inspectorate, and we attracted two new Board members.

The next few months promise to be equally busy with continued investment in our properties; the ongoing installation of new housing management and financial computer software in our office; continued partnership working with the Golden Friendships, and a whole range of social events planned at our sheltered housing complexes, as well as playschemes at DOSCG. We have also started to carry out a stock condition survey of all our properties, including the back court areas. Our Tenants' Panel meetings have restarted, and dates have been set for the next few meetings. It would be great to see you at these meetings. These are just a few examples of what will be happening in the next while, or currently underway at DPHA. Hopefully, you will enjoy reading about these past and future events in our newsletter.

We continue to be mindful at DPHA of the ongoing cost-of-living crisis and the impact this is having on our

tenants and the wider community. I cannot stress enough, that if you are experiencing financial hardship, or you're worried about making ends meet, the Association may be able to help you – all you have to do is reach out to us. We have access to a Tenancy Sustainment Officer one day per week and we can refer you to a dedicated person at the CAB who deals with local housing association tenants.

I mentioned in the last newsletter that my dog Cara is starting to take it easy now that she's getting an older girl. At the end of March, Cara turned 13. She had a lovely day and got spoiled rotten.

Hopefully, it won't be too long before the warmer weather arrives and we can all get out and about more, enjoying the fresh air, walks and cycling along the canal or down by the Clyde.

Very best wishes,

Anne Marie Brown

Chief Executive



RENT INCREASE AND SERVICE CHARGE REVIEW

We recently completed our consultation process about our proposed rent increase and review of our service charges for 2023/24. 65 people took part in the consultation either through returning the paper survey, phone consultations or online through Survey Monkey. Our Board has considered all of the responses, particularly in relation to affordability, where 65% of our tenants who responded agreed their rent represented good value for money.

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 **5%** was agreed at the Board meeting on 21st February 2023 and was applied to rents as of 28th March 2023.

Anne Marie Brown our Chief Executive commented: "Each year the Board has a difficult decision to make about how much to increase rents by. This year has been a particularly difficult decision as the cost-of-living crisis affects us all and finding the balance between rent affordability and the need to deliver our promises made in our business plan has been incredibly challenging. This year more than ever the Board were mindful of the financial impact of high inflation rates and further increases in general costs such as energy bills and food, 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 following table details the proposed monthly service charges for 2023/24. The service charges are based on the 2021/22 costs. These costs are included in the total rent you pay each month.

Service Charge	2022/23	2023/24	Change
TV Aerial maintenance	£0.28	£0.42	£0.14
Door Entry Systems	£1.20	£1.07	(-)£0.13
Communal Fans	£4.48	£0.00	(-)£4.48
Grounds Maintenance	£14.44	£12.22	(-)£2.22
Stair Cleaning	£15.49	£16.16	£0.67
Stair lighting	£6.34	£4.23	(-)£2.21
Housing Support (Sheltered Housing)	£175.61	£178.41	£2.80

With the exception of housing support for tenants living in one of our sheltered housing complexes, the decrease in services charges is due to lower costs in the 2021/22 financial year. Some services such as the common ventilation inspections were unable to take place due to Covid restrictions. These services are now back up and running and it is likely that your service charge will increase again although not next year but the following year.

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**; or email housing@dpha.org.uk as soon as possible.

Please remember that if you currently receive Universal Credit, you should have updated your claim through your on-line portal by 28 March 2023. If you notified them prior to this date, you will need to upload your new rent details again.

If you have not already notified Universal credit regarding the change to your rent, then please do so 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.

TENANTS PANEL UPDATE

We held a successful tenant's panel meeting in January 2023 where members came along for 'fish, chips and a chat'. Issues discussed included cyclical repairs, stock condition surveys of our stock commencing, close cleaning and the upcoming stonework's project. We also consulted on this year's rent increase.

Future meetings will be held quarterly with the next scheduled for May 2023. We will use this as an opportunity to discuss budgets for this financial year.

We will contact any tenants who have expressed an interest in attending with the details, however, please get in touch with us should you wish to come along. We would love to see you there.

TENANT PARTICIPATION

At Dalmuir Park we are committed to achieving positive outcomes that are the result of putting tenants at the heart of decision making. With that in mind, staff are looking forward to upcoming training with TPAS – Tenant Participation Advisory Service Scotland.

TPAS provide support and services to tenant's groups, tenants and landlords through training and advice. They focus on providing services that support landlords, so they are enabled to effectively undertake consultation activities, support tenant engagement and ensure your views are reflected in decision making and service delivery. Our training in May 2023 will give us the appropriate tools to achieve the very best in engagement and tenant participation.

BENEFIT CHANGES!

Adult Disability Payment has now replaced Personal Independence Payment (PIP). This is causing some disruption to Housing Benefit payments and therefore your rent may not have been paid. If you think this change may have affected you, please contact West Dunbartonshire Council Housing Benefit team on **01389 73700** to discuss this further. You can also contact Citizens Advice on **0141 435 7590** and us on **0141 952 2447 (Option 1)** for us to offer any assistance.



Kindness Is All Around at DPHA

It's kind
to be
kind

As part of our health and wellbeing program our Wellbeing Group decided to roll out a kindness award scheme across its staff members beginning April 2023. The original idea was for staff to nominate a colleague for acts of kindness of any form. This could be colleague to colleague or even colleague to tenant or resident. It could also simply be an act of kindness to a member of the public.

Ideas grew arms and legs and it became obvious that we would not stop internally, but roll out the project to our tenants and residents too.

We have seen people helping each other through COVID and lockdown periods, whether it be assisting with shopping, picking up a prescription, cooking soup and sharing it with neighbours or simply chapping a friend's door and heading out for a walk.

Colleagues called each other online to check that they were ok, these times were tough. Others organised garden catch ups or accompanied friend's neighbours to our Dalmuir Diners project when restrictions were relaxed.

Why should all this kindness stop just because lockdowns had stopped, and restrictions have been



removed? We are now in the middle of a financial pandemic, and we need to look after each other more than ever.

LET'S NOMINATE FOR ACTS OF KINDNESS

We have nomination forms and post boxes in Beardmore House, our Sheltered Housing Complexes and DOSCG, our out of school care service. Feel free to pick one up and nominate someone who you think deserves a mention and a kindness award.

You can also visit our Wider Role section of our website www.dpha.org and complete the form online.

The awards will be made monthly and posted on our website. SO IF YOU ARE A STAFF MEMBER, RESIDENT OR PERHAPS A MEMBER OF THE PUBLIC, THE NOMINATION PROCESS IS SIMPLE....NOMINATE NOW!!!

DALMUIR DINERS HEATING & EATING

EVERYONE IS

Welcome

NO NEED TO
BOOK, SIMPLY
COME ALONG
AND ENJOY!!

ARE YOU STRUGGLING A LITTLE WITH THE CURRENT COST OF LIVING?
PLEASE LET US HELP!!

PROJECT INFORMATION

EVERY TUESDAY 4.00PM TO 6.00PM AND THURSDAY 5.00PM TO 7.00PM
BEGINS TUESDAY 7TH FEBRUARY 2023

HOT DINNERS, TEAS & COFFEES WILL BE SERVED IN THE WARMTH OF THE GOLDEN FRIENDSHIPS COMMUNITY HALL, NAIRN PLACE, DALMUIR. G81 4AU.

THE DALMUIR DINERS AND HEATING & EATING PROJECT ARE RUN BY GOLDEN FRIENDSHIPS AND DALMUIR PARK HOUSING ASSOCIATION AND FUNDED BY THE NATIONAL LOTTERY COMMUNITY FUND



Here Excellent Accountable Results Together

Reporting your Repairs

Remember if you need to report a repair, please telephone us on 0141 952 2447 and select Option 1 for the Repairs Team or you can pop into the office to speak to someone in person.

When you are reporting a repair, either by telephone or in person at the office, we will ask you for the following information:

- Your name
- Your address (including flat position if applicable)
- Your telephone number
- Details of the repair
- When you will be available for the repair to be carried out

We will try to accommodate a morning or afternoon appointment,

although this is not always possible. Please be aware that we will not be able to give you a specific time when the contractor will call at your home.

Please ensure that you also sign the contractor's completion slip. The signature that you provide is the proof that the contractor has completed the job.

Emergencies can and do arise which will take precedence over standard repairs, and we ask for your understanding in this matter.



Emergency Repairs

Our telephone system gives tenants the option to report emergency repairs when our office is closed by calling the usual office number 0141 952 2447 and choosing the option which transfers your call to Hiflow (for Gas heating & Plumbing) or West Dunbartonshire Council (for all other repairs).

Please only use the emergency repair service for genuine emergencies. If you call out a contractor to carry out a repair that is not an emergency, we will charge you for the cost of the repair.

As a tenant you have the right to have small urgent repairs carried out by your landlord within a certain time. The Right to Repair scheme covers some repairs up to the value of £350. If the repairs are not carried out within the time limit you may be entitled to compensation.

These repairs include (maximum

time in working days from notification shown in brackets).

- Blocked flue to open fire or boiler (1 day)
- Blocked or leaking foul drains, soil stacks or toilets where there is no other toilet in the house (1 day)
- Blocked sink, bath or basin (1 day)
- Electric power - loss of power (1 day) and partial loss of electric power (3 days)
- Insecure external door, window or lock (1 day)
- Unsafe access to a path or step (1 day)
- Leaks or flooding from water or heating pipes, tanks & cisterns (1 day)
- Loss or partial loss of gas supply (1 day)
- Loss or partial loss of heating, where no other is available (1 day)
- Toilet not flushing where there is no other toilet in the house (1 day)
- Unsafe electrical fittings (1 day)
- Water supply - loss of water supply (1 day) and partial loss of water supply (3 days)
- Loose or detached banister or handrail (3 days)
- Unsafe flooring or stair treads (3 days)
- Extractor fan in internal (i.e., no windows) kitchen or bathroom not working (7 days).

For further information, please refer to the Government leaflet 'Right to Repair' available from our office or our website



A Day in the life of...

Jennie Cameron, Housing Officer

Every morning I start by checking my emails and those sent to the housing inbox. This usually doesn't take long but, on a Wednesday, (the start of my working week) it can take quite a long time!

Daily emails include an update from Police Scotland on any anti-social activity reported to them in the previous 24 hours. If a property under DPHA remit is reported, I will open an anti-social behaviour case and contact the relevant residents. We also receive daily emails from the homeless casework team either to refer a new case to us or seeking an update / confirming status on a case. I also get queries in relation to housing applications and will have emails from my colleagues in order to verify the award of points on applications received.

I will then have a catch up with my team on the status of the void properties we have and at what stage they are at (keys received, contractor works ordered, offer made etc). We try to offer out flats as soon as we know they are going to be made available, we can have multiple offers out at one time and it's so important that we all know what's going on with the allocation of our flats. We have had a lot of flats returned to us with debt on the utility meters and trying to restore power to the property can be incredibly time consuming.

Every day I check the arrears management in my patch, checking on agreed repayment arrangements, any missed payments and those who are falling into rent arrears for the first time. Unfortunately, sometimes I also have to prepare cases for court action when DPHA are taking action to recover a tenancy on the grounds of non-payment of rent. It's my job to ensure that all the requirements of the court have been met before sending off the case to our Solicitors.

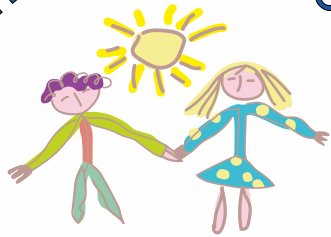
The phone never stops ringing in the Customer Services Team, so a lot of my time is spent on the phone dealing with any kind of call that comes in – usually these are estate management or low-level neighbour complaints. Repairs, rubbish dumping, dog fouling and noise complaints are very common. I also get out and about in my patch – usually doing close inspections & flat viewings or checking in on any tenants who may need some additional support.

In housing you never know what's going to come your way that day – that's one of the best things I like about my job and the working day flies by. It does mean you have to be very adaptable. At the end of each day I like to review what I've managed to get done and ensure anything on my very long "to do" list has been planned in and moved around the diary for another day.



Jennie

Dalmuir Out of School



Care Group



DOSCG Advert is Pitch Perfect



The need for after-school groups, across the sector, appears to have reduced by around 40% since COVID restrictions were relaxed in April 2021, this includes our very own DOSCG. Reasons, including workplace flexibility have seen many afterschool services close however the Association has always been there to support DOSCG.

We have always actively advertised and promoted the group in the area however our niche is very much local with service users primarily coming from Clydemuir, St Stephen's and Our Lady of Loretto Primary schools through standard term time.

To promote the service into the wider area we have joined forces with Clydebank Football Club and erected a pitch-side advertisement at Holm Park. The stadium is used 7 days per week, aside from match days, and we are aware it is an area of high footfall with fans and teams pitch hiring.

Hopefully we will see some new faces at DOSCG in the near future.

DOSCG FEES 2023/24	
SESSION	
Morning	£6.93
Afternoon	£14.44
Playscheme	£29.93
Retainer Fee	£20.00



PLACES AVAILABLE



Elaine Kelly
Co-Ordinator

SIGN UP FOR DOSCG!

CALL ELAINE ON 0141 951 4499



Clydebank FC play home matches at Holm Park in the East of Clydebank. For information on home games and anything associated with the club visit www.clydebankfc.com



Here Excellent Accountable Results Together

OUR COMMUNITY



Santa's Chocolate Delivery!

Santa and his elves paid a surprise early visit to Beardmore House in December and helped the staff give out selection boxes to lots of lucky children (and their grown-ups) who were passing by the office! We were very honoured that Santa and his Elves could pop down from the North Pole so close to Christmas to help us spread some extra chocolatey cheer. Thanks Santa!



Happy 30th Workiversary to Carla!

Picture this, the year is 1993. People are wearing their jeans backwards, John Major was Prime Minister, Jurassic Park and Mrs Doubtfire were the top grossing films at the box office and petrol was 54p a litre! This same year a new clerical assistant joined the Association, stepping onto the first rung of their career and 30 years later, they are still here! Carla, through her hard work and commitment to the Association, has climbed the ladder and is now the Finance and Corporate Services Manager overseeing a team of



6 staff members. To celebrate such an outstanding achievement, we were delighted to be able to present Carla with a Long Service Award from EVH to celebrate this milestone. Congratulations Carla!

OUR COMMUNITY

DPHA SECURES ANOTHER HUGE GRANT HELPING TENANTS



We are once again delighted to announce that the Association has been successful in securing

grant funding of £20,000 from the National Lottery, Cost of Living, Community Anchor Fund. This will benefit tenants and families through unprecedented and difficult times. It is thanks to you for participating in current and previous projects that made another funding application a success.

This time we asked ALL TENANTS to opt into a series of projects should they wish to be considered for cost-of-living assistance. Projects included Food Vouchers, Cash Payments, Food & Household Essential Bags and Bedding including Duvet Sets.

As part of the funding program the Association will embark on an adventurous Cook School Project, a fun project which educates on cooking and the costs attached, helps to reduce food waste, and promotes social inclusion.

The closing date to opt in was Friday 24th March however it is worth contacting the Association should you wish to be included in similar projects. We hope that we can respond positively to all tenants who opted in.

£20,000



Seed to Feed

The Association are focusing on a series of food related projects through recent successful grant funding. We told you this time last year of our plans to create a learning garden at Dalmuir Plots which will be primarily used for outdoor learning for our Out of School Care Group kids.

This has now been finished and as we approach the season of spring our garden was visited by pupils of St Stephen's Primary who are currently looking at vegetation and growing of fruit and vegetables.

Our project of 'seed to feed' helped them understand how our service users at DOSCG plant seeds, watch vegetables grow, crop them and take them to our Sheltered Housing Complex. Our lunch club cook then uses the vegetables to make soup.

It was a very cold day at the learning garden however I'm sure we would welcome a return visit from our friends at St Stephen's after the school summer break when the garden will be more established and full of life.



DPHA ARE LOTTERY WINNERS AGAIN



We wrote to all our tenants and owners in January to inform them of our latest grant funding success. We were delighted secure a grant of £10,000 from the National Lottery Community Fund to support an extension of the successful Dalmuir Diners Project run in 2021/22. This is a huge sum that will benefit tenants, residents, and many families not just locally but also in the wider community.

The project, which runs in a community partnership with the Golden Friendships, began in February and will run to the end of June. Attendances have been great with over 100 people attending each night in the first month.

Gary Earl, Finance Officer at DPHA said, 'Everyone is feeling the strain right now with the sharp increase in the cost of living. This project is designed for everyone to have a meal twice per week with no cost attached. Attendees will also be able to enjoy their meal in a registered warm space, being the Golden Friendship Community Hall in Nairn Place. This comes on the back of a successful and similar project in 2021/22 and also brings the community together and further establishes friendships'.



Gary also acknowledged that the secret of the successful grant applications is the huge numbers embracing the projects. Gary said 'the more people that come along and support the projects the bigger and better the next project will become. The partnership established with The Golden Friendships is also absolutely vital to the project's success with their facilities and location in the heart of the community'.

We hope to see you there very soon!!

VALE OF LEVEN TRUST

ASK US ABOUT OUR BIKE LOANS!

Looking for a way to incorporate active travel into your daily journeys?

Whether it's commuting to work, leisure or daily errands, we can help you get there!

We have pedal bikes available for long term loan up to 4 months.

Get in touch to find out more!

Contact us on **01389 752 629**, email us at info@valeofleventrust.com or come by and see us at 9 Mitchell Way, Alexandria, G83 0LW

@valeofleventrust.com
 @valeofleventrust.com
 VOLTrust

Alternatives Support Group for Family & Friends

Every Thursday Starting 6th April
6.30pm - 8.30pm

Alternatives Clydebank Base
34 Alexander Street
G81 1RZ

Supporting Families & Friends in West Dunbartonshire affected by a significant others substance use

For more information
0141 951 2420
info@alternativeswd.org

www.alternativeswd.org

CORRA FOUNDATION

Scottish Government
Riaghaltas na h-Alba
gov.scot



If we are going to discover and develop new treatments

and cures for disease, we need to support health research. Help save lives and join SHARE, The Scottish Health Research Register & Biobank today.

SHARE is a database of volunteers (11+ yrs) who are interested in research for improving healthcare. Many also provide consent for any leftover blood following routine clinical tests to be used for anonymised genetic research.

We have most recently assisted projects investigating arthritis, asthma, Covid-19, epilepsy, cancer, dementia, heart failure, stroke and mental health issues. We currently have over 297,000 volunteers but to support projects appropriately, we need to have a wholly inclusive register of volunteers which mirrors the diversity of Scotland's population.

Sometimes, people who want to take part in medical research don't know how to get involved; here's how anyone who signs up to SHARE can help in 2 ways:

1. You can agree to be contacted for research



projects which you may be suitable for. These studies can take different forms e.g. completing surveys, helping to write guidelines or testing new medical devices or medicines.

2. You can agree for any leftover blood from routine clinical tests, to be stored and used in genetic research studies.

Please sign up to SHARE today! Help us reach our aim to reach 1,000,000 volunteers in Scotland.

For more information or to register, please scan the QR code or search www.registerforshare.org

Visit our **YouTube channel** to find out how you can help.

SHARE is an NHS Research Scotland initiative, supported by the Universities in Scotland and the Chief Scientist at the Scottish Government.



The Scottish Housing Regulator needs you!

Take our survey, help us improve services...



Would you like to help improve social landlord services in Scotland? The latest National Panel survey is now available to all tenants and service users!

The Panel is one of the ways that the Scottish Housing Regulator can hear what tenants and service users think and make sure it focuses on the important things. Members receive occasional surveys and invites to take part in other feedback exercises. Participation is always optional, and you can leave at any time.

We want to include a diverse range of people on the Panel, including those who are not involved in other ways of giving views on landlord services. Members include council and housing association tenants,

people who have used homeless services, homeowners who receive social landlord factoring or common repairs, and people living on social rented Gypsy/ Traveller sites.



Take part...

- Online at www.bit.ly/shr-panel
- Call 0800 433 7212
- Get a printed copy on natpan@engagescotland.co.uk
- or call 0800 433 7212



WHAT'S HAPPENING IN

Christmas Activities 2022

The Christmas shopping trip to Livingston Designer Centre was on the 1st December. A good time was had by all those that attended even though some came back poorer!



Christmas lunches were back on at both complexes. It was a great end to the isolation of previous years and was a great day for all. Santa came and even kept the traffic entertained as well as our sheltered tenants. It was nice to see the common rooms busy again.



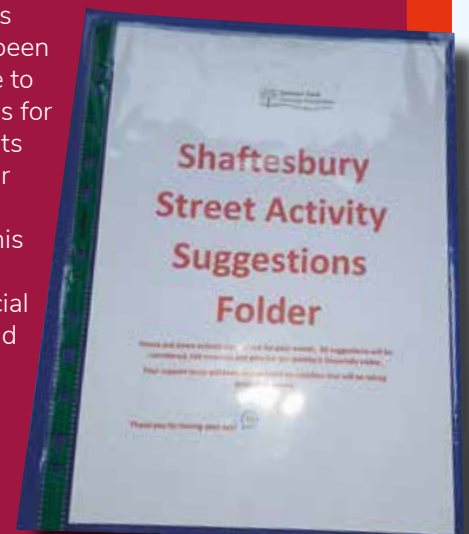
In January we went to the Panto! Oh yes, we did! A great trip to the Pavilion theatre to see Aladdin. Tenants and staff had a fandabidozi day out.

A Valentines Lunch was held at both complexes. The air was filled with love, tea, and strawberry tarts. Enjoyed by all who attended.



Activity Folder

An activities folder has been put in place to gather ideas for future events and trips for Sheltered Tenants. This is to help combat social isolation and provide a list of more varied events to suit everyone. Have your say and put your ideas forward.



SHELTERED HOUSING?

Sheltered Tenant's meetings for 2023

Nairn Street Sheltered Tenants Meetings			
Friday	24 March 2023	Common Room	12:30pm-1:30pm
Friday	21 April 2023	Common Room	12:30pm-1:30pm
Friday	19 May 2023	Common Room	11:00am-12:00pm
Wed.	14 June 2023	Common Room	12:30pm-1:30pm

Shaftesbury Street Sheltered Tenants Meetings			
Friday	31 March 2023	Common Room	1:00pm-2:00pm
Friday	14 April 2023	Common Room	1:00pm-2:00pm
Friday	19 May 2023	Common Room	12:30pm-1:30pm
Tues.	13 June 2023	Common Room	12:30pm-1:30pm

Sheltered Tenant's Complex Repair surgeries for 2023

Complex Repair Surgeries			
Friday	31 March 2023	Nairn Common Room	10:00am-11:00am
Friday	28 April 2023	Shaftesbury Common Room	11:00am-12:00 noon
Friday	19 May 2023	Nairn Common Room	10:00am-11:00am
Friday	30 June 2023	Shaftesbury Common Room	11:00am-12:00 noon

Big welcome to the Team!

WELCOME



Karen Thomson
Support worker



Hugh Allison
Support worker

Stonework Repairs & Internal / External Wall Insulation

824/828 & 830 Dumbarton Rd and 8/10 Scott St

Our Asset team are currently undertaking a project for Stonework and Insulation for the properties above. We have an appointed consultant, who will carry out an internal survey of your home in preparation for the internal wall insulation works.

We will also meet with residents who will be directly involved, to discuss the schedule of works and the impact it will have within your home and the common areas of your close.

The Internal insulation needs to be installed on all the internal walls of the front elevation of your property, the décor will be affected in each

of these rooms, this will be discussed further with tenants at the arranged meeting.

This is a great opportunity and will have many benefits for your home, such as:-

- Significantly reduce heat loss. One way you can significantly reduce heat loss within your home is to install insulation within its internal property walls.
- Reduce your bills dramatically.
- We don't need to change the property's exterior.
- External Noise reduction

We are excited at the prospect of starting this project and will be in touch soon.



Dalmuir Out of School



Care Group

Chinese New Year

To bring in the Chinese Year of the Rabbit, the boys and girls at DOSCG were swotting up on their Chinese mythology by discovering what Chinese Zodiac animals they were born under and took part in a Lunar New Year celebration. They noshed down noodles and rice and wowed staff with a Dragon Dance complete with dragon head and tail, and even providing a musical accompaniment!



Scottish Shenanigans

The children celebrated Burns Night and auld Caledonia by taking part a mini-Scottish Games. The boys and girls showed off their sporting prowess, gie'n it laldy in different Highland Games-inspired events. The kids had braw time doing the broad jump, throwing the welly and tossing the caber with the tournament culminating in a tug o' war.



Allotments

After weathering winter, work has recommenced on our plot to get it springtime ready. Our volunteers Anne and Barbara have been getting their green fingers dirty preparing the soil for our young gardeners to come along and start planting. With everybody's contribution in summer it will be a blooming masterpiece!

Rhyming for Rabbie

In January, St Stephen's Primary School took part in activities exploring the life and work of Robert Burns. As part of this, Mr Dillon's Primary 5 class – which includes our very own Sophie Tolland! – wrote a poem based on the Bard's 'To a Mouse' and performed it on BBC Radio Scotland. They called their collective creation, 'Tae A Zoo' and you can read it below:



Tae A Zoo

Ah cackle fur ma soond
Oorange in colour
Ah hae pointet legs an a furry boady
Ah bide in the wids an in the toon
Whit am ah?
Am a tod

Mah soond is a deep, dowie, lonely groan
Mahlocks ur lang wae a mirk broon oorange tone
Ah hae muckle hoarns on ma heid
Ah bide in a boaggy field
Whit am ah?
Am a Heilan Coo

Am lang an wavy
Am green in colour
Whim am disturbed, ah mak aloud roar
Aw awfy like a snake
Whit am ah?
Am Nessie

Ma soond is arf arf
Am the colour ay a tree trunk or the colour ay a clood
Ah hae fower legs an muckle lugs
Ah sloch bridie an am furry
Whit am ah?
Am a dug

Am the colour ay an auld fashionet tele
Ah huv loads ay fur
Ah bide in the wids ower in China
Am mair than wan colour
Whit am ah?
Am a panda

Ma soond is clatter as ma geggies bang the gather
Ma colour is green an yella
Ah huv loads ay scales
Ah sloch wee-er beasties than masel
Whit am ah?
Am a croacadile

DOSCG kindness awards

To foster the already kind nature of the children at DOSCG we will be starting a monthly Kindness Award. This will be a child-led initiative where children can nominate their peers for being caring or for acts of kindness, they have seen them do.



Within our group staff often see the boys and girls being kind-hearted to one another and saying thoughtful things and it is about time these usually small but always significant gestures are honoured.

“If you’re happy and kind your emotions feel nice and colourful.”

Keiron Brown, 10, (Our Lady of Loretto)

We couldn't have said it better ourselves Keiron!



Hi-Vis Vests

Starting in March, all children, and staff at DOSCG are required to wear a hi-vis vest when out and about with the group. This is to ensure health and safety and promote our presence within the community.

Every child has been supplied with their own orange vest bearing the DOSCG logo and asked to look after it like a uniform. Staff also sport hi-vis yellow DOSCG vests.

Dalmuir Out of School



Care Group

BREAKFAST CLUB 7.45AM - 9.00AM
AFTER SCHOOL 3.00PM - 6.00PM
PLAYSCHEME 7.45AM - 6.00PM

★ QUALIFIED STAFF ★
 ★ IN THE HEART OF DALMUIR ★
 ★ REGULATED BY CARE INSPECTORATE ★

**WORKING OR STUDYING?
 LET US HELP!**

GYM HALL ACTIVITIES

Team Games · Badminton
 Basketball · Physical Activities

OUTDOOR PLAY

Picnic Area · Den Building
 Gardening · Hop Scotch
 Skipping · Bug Hunting
 Loose Parts Play

PLAYSCHEME

Safari Parks · Museums
 Parks · Farm Parks · Zoo's

AFFORDABLE

SAFE

FREE PLAY ENVIRONMENT

FUN

FRIENDLY

HAPPY

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FACTORING CHARGE UPDATE AND ANNUAL INVOICE

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

This information follows our annual service charge review letter sent to you in February with the costs for 2023/24. These costs are calculated, in accordance with our Service Charge Policy, and are based on actual costs incurred during 2021/22.

Last year we were delighted with the payment response with 58% of our owners continuing 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 (2022/2023), 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 and for your timeous payments. As always, my colleagues and I are only a telephone call or email away should you require information on anything administrative and financial.

Gary Earl, Finance Officer
0141 435 6523

58% of Owners Pay by Direct Debit

25% of Owners paid in full

Common Invoices 28 Day Payment Terms

Visit our Factoring Area on www.dpha.org

INSURANCE UPDATE

Due to the rise in cost of living and cost of materials, we are seeing insurance costs rise by unprecedented levels. Please be assured that the Association and our Insurance Broker, Bruce Stevenson, are working hard to achieve the best premium price available on the market.

The renewal process also takes into consideration the claims history over the last 5 years or so. Unfortunately keeping excesses low results in higher claims. We did consult in 2022 on an excess increase in return for lower premium with the response being mixed. While the decision was in our hands in may be that during the renewal process the small excess option may no longer be on the market.

As always, we will take advice from our broker and make the best choice for our owners on their recommendations.

SERVICE CHARGES FOR 2023/24

Service	Annual Cost for 2022-23	Annual Cost for 2023-24
TV Aerial Maintenance	£3.36	£5.04
Door Entry Systems	£14.40	£12.84
Communal Fans	£53.76	£0.00
Grounds Maintenance	£173.28	£146.64
Stair Cleaning	£185.88	£193.92
Estate Lighting	£76.08	£50.76
Other Costs	Annual Cost for 2022-23	Annual Cost for 2023-24
Management Fee	£80.00	£90.00
Buildings Insurance	£158.15	£TBA

Campaign to help parents struggling with money or employment worries

If you're finding it hard to make ends meet and the thought of applying for benefits or taking that first step into work is overwhelming, Parent Club can help. The good news is there is lots of help available - and we can guide you to someone you can talk to about applying for benefits and, gaining skills, finding work or childcare.

Benefits and grants you could be entitled to

Knowing where to begin with benefits and one-off payments you're entitled to can be stressful. You might also think you're not eligible for any additional financial support, but it's

always worth checking as you may be surprised. We can guide you to a trusted advisor who can help you find out about all the benefits and payments available to you and your family.

Finding a job that works for your family

The thought of finding a job can feel overwhelming, especially if you're looking for something that fits around childcare. Whether you've been out of the workplace for a while, and or worried that your skills are out of date, or this might be your first time looking for a job, and you don't know where to start. Whatever your situation, you don't have to do it on

your own, as there are lots of support services in your local area to help you and get you job ready.

Looking after your mental health

Worrying about money can take its toll on your mental health, and if you feel like everything is getting too much, it's important to remember that you're not alone and there is support out there. Parent Club has tips to help you look after your mental health and places you can go to find support.

To find out more about benefits and employment support, take that first step and visit parentclub.scot/money-work

CONTACT NUMBERS

DPHA Emergency Numbers

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

For all **Joinery, Electrical & Building** call
West Dunbartonshire Council: **0800 197 1004**

Other useful contact numbers

Scottish Water:
0800 077 8778

Scottish Power:
0800 027 0072

Scottish Gas:
0800 111999

NHS 24:
111

Paisley RAH:
0141 887 9111

Queen Elizabeth
University Hospital
0141 201 1100

Gartnavel Hospital:
0141 211 3000

West Dunbartonshire Council:
01389 737000

Police/Fire/Ambulance
Emergency:
999

Police Non Emergency:
101

Police Enquiries Clydebank:
01786 289070

Crime Prevention:
0141 532 3338

Community Safety:
0141 532 3310

Victim Support:
0141 952 2095

Citizens Advice:
0141 435 7590

Employment Services:
0141 800 2700

Housing Benefits:
01389 738 555

Council Tax:
01389 737 444

Anti Social Behaviour Helpline:
01389 772 048

(Mon-Fri 9am-11pm,
Sat-Sun 3pm-11pm)

Refuse Collection Bulk Uplifts:
01389 737000

Independent Resource Centre:
0141 951 4040

Dalmuir Library:
0141 952 3532

Dalmuir CE Centre:
0141 531 6300

Clydebank Health Centre:
0141 531 6363

Vale of Leven General:
01389 754 121

Social Work:
01389 737 758

Social Work out of office hours:
0800 811 505

Making a payment

Direct Debit



The easiest way to make payments, if you have a current bank or building society account, is by Direct Debit. You can pay weekly, fortnightly, four weekly or monthly. Simply contact us and we can help you arrange it.

By Cheque



You can post in a cheque made payable to 'Dalmeir Park Housing Association'. Please write your name and address on the back. This method is the only one where payments take more than 24 hours to credit your account. Cheques can take up to five working days to reach your account, so, if you are paying your rent by cheque, please make sure that you pay in plenty of time for your rent to be credited to your account by the 28th of each month.

Telephone



This service is available 24 hours a day, 7 days a week and the majority of debit cards are accepted. Just ring 0844 557 8321 and follow the simple instructions. Please have your AllPay card ready. Alternatively, you can also telephone our offices on 0141 952 2447 and we can take payment.

AllPay



There are many different ways to pay your using your AllPay payment card. You can use your AllPay card to make payments at any outlet displaying the AllPay logo. All you need to do is take your AllPay card to the counter along with your payment and hand them over. You will be handed back your card along with a printed receipt, which you should keep in a safe place to prove you have paid.

Internet



This service is also available 24 hours a day, 7 days a week and the majority of debit cards are accepted. Visit www.allpayments.net and have your debit card and AllPay card handy. If your AllPay card is lost or damaged, please contact the office on 0141 952 2447, for a replacement card.

AllPay App



You can download the AllPay App onto your phone or tablet from Google Play or iTunes. You can make payments easily, wherever you are, at the touch of a button.

Dalmeir Park Housing Association

Beardmore House, 631 Dumbarton Road, Dalmeir, Clydebank G81 4EU
www.dpha.org • Tel 0141 952 2447 • 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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