



**OUR OPENING  
HOURS -  
WE WANT  
YOUR VIEWS!**

AS OUR CUSTOMER WE VALUE YOUR  
OPINION. WE WOULD BE GRATEFUL IF  
YOU COULD COMPLETE A SURVEY ON  
OUR OPENING HOURS AT  
[WWW.DPHA.ORG.UK](http://WWW.DPHA.ORG.UK)

## OFFICE CLOSURE

Our office will be closed for the following public holidays:

Friday 14 & Monday 17 July 2023

Friday 22 & Monday 25 September 2023

## EMERGENCY CALL OUT

To report an emergency repair when our office is closed – call the usual office number **0141 952 2447** and choose the option which transfers your call to Hiflow (for Gas heating & Plumbing) or West Dunbartonshire Council (for all other repairs).







# Topped Off Nicely...

The post box outside our office had a Spring makeover with another seasonal topper created by Clydebank Knit and Natter group 'Maggie's Yarn Buddies'.

The topper is an opportunity to raise funds for the Big Disability Group (BDG) as residents can donate to charity by scanning a card with a QR code within the topper to make a donation.

We are looking forward to seeing the next crafty design!



# A Message From Our Chief Executive

*Hello everyone,*

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

At the time of writing this note to you all at the end of May, we were enjoying some brilliant sunny and warm weather. Hopefully that is a sign of things to come over the next few months, but as we live in the West of Scotland we just never know.

We've lots to tell you about in this newsletter. There's some excellent pictures and stories of the work we are continuing to do with Golden Friendships, including what we call the cook school. We've been supporting some of our tenants who have been struggling with the ongoing cost-of-living crisis and we now have access to an Energy Advisor, which will be of great benefit to you should you need this service. Our sheltered housing tenants have enjoyed some great social get-togethers and DOSCG is planning for their Summer Playscheme for the children. Our stonework repair and external and internal wall insulation programme is due to start mid-June and once complete the external stonework will have been repaired and the flats will be more energy efficient. The Board of Management have appointed two new Board members, one of whom is a tenant of DPHA, and this is great news. We'll very shortly be preparing for our AGM, which is due to take place on 5 September and like last year we'll provide some food and refreshments before the meeting. Hopefully, you'll enjoy reading about these highlights within our newsletter and much, much more.

We're looking at making some changes to the opening hours of Beardmore House. Office working practices have changed so much since the pandemic, and we're looking at moving forward with the times. You'll find a survey detailing our suggestions on our website and I would encourage you to complete this to let us know your thoughts.

Since I started at DPHA I've enjoyed giving you a wee update about my dog Cara. There's one update that I've not looked forward to and that is letting you know that my wee Cara has passed peacefully away. As a family we had 13 brilliant years with Cara, and she had



a great life. She was my shadow, confidant, hill-walking buddy and remote working colleague and I'll miss her terribly. I hope you don't mind me sharing with you one of Cara's last photos and one of her as a wee puppy. You'll also see a verse that if you have ever loved and lost a dog, you'll relate to.



Remembering ...  
 the good times;  
 the funny times;  
 the Don't eat THAT! times;  
 the Arrrrghhh, what have you done times;  
 the leave it, leave it, LEAVE IT,  
 Oh for CRYING OUT LOUD times.  
 Remembering  
 the furry hug times;  
 the warm bed times;  
 the cheering up times;  
 the welcome home times;  
 the just me and my dog times.  
 Remembering all these times  
 and so very many more.  
 Thank you for making  
 this life better.

As I mentioned at the start of this newsletter, the summer months are now with us and hopefully you will all be able to take the opportunity to get out and about more even if it's to go and sit at some of the local benches and watch the world go by.

*Take care and very best wishes,*  
**Anne Marie Brown,**  
**Chief Executive**



# COOK SCHOOL IS HUGE SUCCESS



**As part of the Cost of Living, Community Anchors funding from the National Lottery the Association offered tenants and residents the opportunity to participate in a Cook School project held in the fabulous kitchen facility in the Golden Friendship Community Hall.**

The project was designed to educate attendees on food waste reduction, cooking on a budget and ways to reduce energy bills through alternative cooking methods using an ingenious invention called the "Wonderbag". An invention in Africa, the Wonderbag acts as a slow cooker without the need for gas or electricity. Simply bring your pot up to the right temperature on your cooker, lift it into the Wonderbag, pull the draw string and leave it for the required amount of time. An incredible invention, which can also be used to make a large quantity of food which you can freeze for another day.



The group was organised by our Finance Officer, Gary Earl and led by professional chef Morag Gordon. It was full to capacity each week with 9 attendees including Chef. Dishes cooked from scratch include a Greek Chicken Dish, Greek Salad & Warm Pitta Bread, Spaghetti Bolognese & Garlic Bread, Cottage Pie, Chicken & Rice Dish, Chicken Curry, Macaroni, Chilli & Sweet Potatoes, Tuscan Soup, Lamb & Chicken Kebabs, Tuna Pasta Salad plus a Pot of Stew.

As well as cooking there was a question-and-answer session, tips on food preparation, portion size advice and where to buy the best produce when on a tight budget.

Gary said, "The project was incredible. While a plan was always in place, you need the attendees to participate fully and participate they

did. Each running their own area of the kitchen and expertly led by Chef Mo. The group ran over 10 Monday sessions, April to June however the group became good friends and set up a WhatsApp chat sharing pictures of their cooking from home. It was a pleasure to be involved however it was a sad time when the project came to an end".

The quality of the food has reached Association staff members and talks have already taken place to incorporate the group in some form into out sheltered housing lunch clubs. We look forward to hearing more on this soon!!





# A Day in the life of...

## Andy Taggart, Asset Officer

I arrive each morning at approx. 8:30 where my day starts by checking my emails and those sent to the maintenance email inbox. Usually within the maintenance inbox, there may be emails regarding emergency call outs from the night before or the weekend and, I will raise works orders and send them to the appropriate contractor. From my email, I will respond to requests from housing staff asking for an inspection or assistance with any maintenance issues.

As a team (Customer Services) we have a morning meeting, to catch up with what is planned for the day, which never seems to go to plan, given that we are customer orientated and reactive to any situation which may arise during the working day.

I will phone and arrange inspections, attend inspections that had been arranged for that day and advise our tenants of any action we require to take regarding repairs. I will then liaise with the appropriate contractor to have the work carried out. I carry out site visits where there is investment work being carried out i.e. kitchens- bathrooms-windows-boiler replacements etc.

A good part of my day is spent on the phone dealing with all kinds of calls from tenants, contractors and staff, looking for assistance or information regarding any maintenance or investment work issues and if needed arranging to visit and carry out an inspection.

I raise works orders from any inspections carried out that day and process invoices for work that has been completed. In addition, I review the investment works we are planning as well as any cyclical works throughout the year.

As your Asset Officer, I aim to provide you with a high professional standard of work and ensure that our contractors are delivering the same. It is a busy and varied role that keeps me on my toes!



Andy

### The Mighty Stride...



Andy and his partner completed the Kilt Walk in May and despite the rain, they finished the full 22.6 mile walk whilst raising £200 to be split between Alzheimer's and Dementia Scotland. Well done Andy!

# Dalmuir Out of School Care Group Term time



As the new school year will be upon us before we know it, now is the time to register your child for DOSCG. Whether you have a little one going in to Primary 1 or a child already attending school and you are looking for an out of school care facility for them DOSCG provides a safe, friendly, supportive and (most importantly) fun environment for a wide range of children.

### Our aim is to provide a high quality, safe and affordable child-led out of school care facility.

- We will ensure that the child's best interests and welfare are our primary concern.
- We will conform to the principles within the Health and Social Care Standards My support, my life. It is paramount that staff safeguard every child/parent's right to dignity, privacy, choice, safety, equality, and diversity realising every child's potential.
- We will respect the rights and responsibilities of parents/guardians and work in partnership with them to care for their child; ensuring appropriate information is shared as this promotes positive relationships.
- We believe that every child has the right to play in a safe secure environment which is child-led and actively promote anti discriminatory practice ensuring consultation is maintained in line with UN Convention of the Rights of the Child.
- We follow DOSCG Child Protection Guidelines to further ensure that all the children in our care are safeguarded.

### DOSCG provides:

- A service for children between the ages of 4 and 12; or to the summer prior to the children going to high school.
- School escort service during term time; collecting children from three local schools; Clydemuir Primary, Our Lady of Loretto Primary and St Stephen's Primary.

DOSCG service is available Monday to Friday opening at 7.45am and closing at 6.00pm, providing a healthy breakfast along with a mid-afternoon healthy snack. Our fees are listed below:

Registration Cost per child	£15.00
School Term morning only	£6.93
School Term afternoon only	£14.44
School Term morning and afternoon	£21.37
Playscheme full day	£29.93

To find out more about the service please visit our website <https://www.dpha.org/care> where you will find a comprehensive guide called the Parent's Charter, registration forms, all relevant contact information, and our recent Care Inspection Report.

We look forward to hearing from you!





# SUMMER Playscheme 2023



**Dalmuir Out of School Care Group Playscheme aim to create a fun and affordable childcare service for children during the school holidays. We pride ourselves as a group that offers value for money and can ensure our fully trained staff members will provide your children with a creative and energising experience where unforgettable memories are made.**

Our playscheme promotes fun, confidence building, peer interaction and social skill development in a way that is meaningful to the young people we support.

Our Multi-Activity Playscheme runs during school holidays, for children aged between pre-5 - 12 years. DOSCG help young

children develop their social skills by meeting new friends, playing innovative games and trying a wide range of different activities, trips, and outings such as visits to the Safari Park and Heads of Ayr.

Our aim is to ensure children have fun and to provide a break for parents. Our playscheme is very popular, usually filling up quite quickly.

We open from 7.45am – 6.00pm and we provide a healthy breakfast along with a mid-afternoon healthy snack. All children attending playscheme are asked to bring a healthy packed lunch for their lunch time meal (no nut products please).

## LEARNING GARDEN



Our team of volunteers have been industrious keeping our allotment – now named the DOSCG Learning Garden – ship shape and it's looking blooming marvellous! Now that the summer weather is finally upon us, the kids have been down digging, planting seeds, and making full use of their outdoor play space. We look forward to many more visits during the summer ahead.

## Kindness Awards April-May 2023



**We are so proud to have so many wonderful children at DOSCG and are honouring their good deeds by introducing the DOSCG Kindness Awards.**

In the month of May we had three recipients of the award, each for doing something special for others.

Dylan Stockley received his award for his generosity during the Easter playscheme when

he bought two new children ice lollies, Adam McGinley and Sean Vincent proved their thoughtfulness by helping a child with additional support needs in the park.

All three boys used their own initiative and kind hearts to make others feel happy and included and I'm sure you can agree that the awards are well deserved.

Well done gentlemen!

## Easter 2023

Our Easter playscheme was egg-celent this year!! The boys and girls at DOSCG enjoyed trips to Kelvingrove and Levensgrove Parks, Riverside Museum and Kelvingrove Art Gallery. They also spent time at DOSCG making new friends, creating Easter arts and crafts, and pampering each other for the holidays.



## Celebrations

Eid fell on 21 April 2023 and we celebrated the end of Ramadan by talking about the traditions of the Muslim festival and doing our own Mehndi designs with makeup pencils!

With the rest of the nation, we took part in celebrating the Coronation of King Charles and made their very own crowns to wear for the special day.



## P7 Leavers

**It's that time of year again where we have to say goodbye to our eldest boys and girls; Adam McGinley, Ava Cummings, Callum McMasters, Natalia Smolarek, and Darcy Beaton.**

Although we will be sad to see these youngsters fly the DOSCG nest, they have given us a lot of lovely memories to cherish, and we know adventure and exciting times lie ahead for them.

All the best of luck to Adam, Ava, Callum, Darcy, and Natalia: the world is your oyster!

A special acknowledgement to Adam McGinley who has been with us since he was in primary 1 and now, as he becomes a fully-fledged young person, we would like to give credit to him for coming to DOSCG for all these years. Adam has given us many an anecdote to reminisce over in the future. Good luck young man!





# Tenant Participation

DPHA staff recently met with Tony Kelly from TPAS Scotland for a useful day sharing information and ideas around tenant engagement. Lots of good ideas about how we can achieve more engagement with the participation activities currently on offer along with thinking "outside the box" about what participation events we can offer in the future. Watch this space...

## Tenant Panel

**Our last meeting was held on 21st June 2023 @ 5.30pm at our Nairn Street Sheltered Housing complex (opposite the office). We looked at DPHA budgets for 2022/2023 and how we prioritise our spending. It was an opportunity for us to gather your opinions on where you think our rental income should be spent.**

If you missed out on attending the last meeting but would like to be involved, please get in touch. We hold a meeting every quarter, you don't commit to attend each one but if you are interested in joining in, we will add you to our list of potential attendees and contact you with details of the next meeting – you can then decide if you wish to come along. Call the Customer Services team on **0141 952 2447 (option 1)** or email [housing@dpha.org.uk](mailto:housing@dpha.org.uk)

# Transfer / Mutual Exchange

**Are you looking for a move? We would especially like to hear from our tenants who would be interested in downsizing as we have a number of tenants in need of a bigger home. You never know, we may be able to find a suitable swap (mutual exchange) or allocate you a house that meets your needs through our transfer waiting list.**

Equally if you find your current home is overcrowded or no longer meets your needs (for example difficulty with stairs) please contact us and we can best advise you of your housing options. Call Harmony on **0141 952 2447 (option 1)** or email [housing@dpha.org.uk](mailto:housing@dpha.org.uk)



# Stonework Project

**On 20 June 2023, Dalmeir Park Housing Association commenced the Stonework's project on the tenement properties situated at 830 and 824 Dumbarton Road and 8 and 10 Scott Street.**

The new scaffolding has been erected by our Contractors the Valley Group. The project is scheduled to last approximately 3 months, during which remedial repairs will be made to the Stonework, external insulation will be fitted to the rear of these properties and internal insulation will be installed into the front walls of each individual property situated within these buildings.

Dalmeir Park Housing Association has appointed Angus Robertson Housing Officer, to act as our liaison officer on behalf of both tenants and owners. If you have any questions or problems concerning this project, please contact Angus on telephone no: **0141 951 2447 (option 1)**.



Gus Robertson

# Garden Competition 2023

## Your community needs you!

**Bit dramatic maybe, but we would love for you to get involved...**

It's that time of year for our green fingered residents to get their gorgeous gardens, fabulous pots, and creative outside spaces ready to showcase.

Staff at Dalmeir Park are always delighted with the hard work our talented tenants put in each year, and this results in a very high standard of gardens and beautiful balconies.

We're keen to encourage more tenants to enter our competition. Are there any young budding gardeners out there, maybe encourage our young people to enter (age 16 & over) or tenants that have only a small space? Why not try and show us what you can achieve with your area.

**There are some great prizes to be won too... up to £50 of fabulous B&Q vouchers!**

The categories are as follow – **Best Garden, Best Balcony and Best Improved Garden** but we're open to suggestions for new ones.... Best young gardener for example. **Good luck and may the best garden win!**





# Don't let money worries keep you awake at night, contact us and we can help!

**If you are on a low income or experiencing problems paying your rent, household bills or your debt is becoming too much for you to cope with, please do not feel you are alone.**

Dalmuir Park Housing Association offers a free welfare rights service to its tenants through the Citizens Advice Bureau and a tenancy sustainment service. These services can offer debt advice, help you to prioritise your bills, speak with your debtors or utility companies and arrange re payment plans that are affordable to you. Benefit advice is also on hand to ensure you are claiming for everything you are entitled to and to help you to claim for Universal Credit.

Running your own home can be daunting, especially if this is your first tenancy, but we are here to help. Appointments are held in the association's offices on Mondays and can be booked by dropping into the office or by phoning the customers services team on **0141 952 2447 (option 1)**. For anyone that cannot attend on a Monday, contact can be made with you by phone at a time that suits you.

If you have received a letter regarding your rent account, please do not ignore this. Morna Smillie is available at the Association's offices Monday – Friday between the hours

of 9am – 5pm to take payments or help you to arrange a suitable, affordable re payment plan to get your account back on track. If you are unable to attend the office due to work commitments, Morna can be contacted in the following ways:

Email directly: **morna.smillie@dpha.org.uk**

Direct Phone: **0141 435 6529**

Text message: **07949 323 450**

Payments to your rent account can be made through your Allpay account, by debit card over the phone or by bank transfer to the association's rent account: Sort Code 80-13-15, Account Number 00-13-49-21, quoting your surname as your reference or text Morna for your reference number.

At Dalmuir Park Housing Association we encourage our tenants to engage with us and welcome your thoughts and views. Helping you to maintain your tenancy is our number one priority and we are here to help you do just that.



# CHANGE YOUR LIFE WITH A MEDICAL ADAPTATION

## Occupational Therapy Adaptations can improve your life and your DPHA home

Occupational Therapy (OT) adaptations can be installed in most Dalmuir Park HA's properties and their purpose is to improve a person's ability to perform daily living tasks. If you think you suffer from or are developing any health impairment, then you can visit your doctor and ask for advice on receiving an Occupational Therapy assessment.

The Occupational Therapy service is operated by West Dunbartonshire Council Social Work Department and Occupational Therapists (OT's), and they can visit you to assess your

individual needs within your home to determine what specific aids or more permanent fixtures might assist you with everyday living and enable you to maintain independence and remain in your home for longer.

Aids might include:

- Shower facilities
- Handrails
- Flashing "alert" lighting, hearing / audio aids

Our funding for any aids or adaptations comes from the Scottish Government each year we apply. The funding can often be limited therefore it is important to prioritise,

along with the OT's involved, those individuals that are in greatest need.

For more information and advice please contact your local Occupational Therapy Department or your Doctor's surgery.



# COME ALONG AND MEET US AT OUR 2023 AGM

**We are welcoming our Shareholders to our AGM at the Golden Friendships Club, situated at Nairn Place on Tuesday 05 September 2023.**

Our AGM is a great opportunity for you to come along and hear about what DPHA has been doing over the last year and our plans for next year; meet our Board members and staff.

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

We look forward to seeing you there, and if you are not currently a Shareholder, complete and return to us, the application opposite or contact the office for assistance.



## Board of Management Members for 2022-2023

Jordan Henderson – Chairperson  
Gavin Waddell – Vice Chairperson

### Elected Members

David McIndoe  
Francis Polding  
Ian Lennox  
Karen Johnson  
Anita Williamson  
Nicola Gerrard  
Joe Gherardi  
David Edgar

## 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.



# Dalmuir Diners – Get a Heat while you Eat



**The Association's Dalmuir Diners Project commenced in early February and came to an end in mid-June with unprecedented numbers attending. Designed to help tenants and residents in the Dalmuir and surrounding area to come and eat, get a heat helping you with the current cost of living which is affecting everyone at this time. It was funded by National Lottery Awards for All.**

Working in partnership with the Golden Friendships, meals were served on Tuesday and Thursday evenings. Over the funded period 1,500 people attended on a Tuesday evening and 2,100 people attended on a Thursday. Additional meals were made available for attendees to take away for a future meal.

Soon after the project commenced decisions were made to ensure both community partners could offer meals to all attendees. Firstly, table service was withdrawn and replaced by a canteen style service and the Association Board of Management authorised a donation of £2,000 to top up the funded sum.

Gary Earl, Finance Officer said "The Dalmuir Diners has returned bigger and better than before. Previously some tenants were reluctant to come along for their own personal reasons. Many have since realised that there is a strong social impact as well as quality food being served and absolutely in no way designed for

specific individuals or families. It is open to all and it is nice, in many ways, to see a close community, shattered by Covid, slowly rebuilding. Our aim is to attract further funding, perhaps long term to ensure that this project returns soon".



## We received a few testimonials...

One young man told us that he thought that the food was excellent and was a very high standard. He came along alone but met up with his neighbours when he arrived and sat with them to eat. He felt that it was a good way of mixing with people over food as he only spoke to them in the close before! He also told me that he had been to every session that was held, and he looked forward to attending each week.

A group of young men regularly attend together. They acknowledge they attend due to poverty. They are very grateful for a hot meal and most evenings leave with extra food which is left over. They complimented the food as "Top Class". They are very grateful and look forward to attending both days.

A lady who is a regular in the club spoke of how she enjoyed the company and that was glad she didn't have to go home and cook. This also saved her money and she was able to put the saved cash towards paying her fuels costs. She comes along most weeks and she meets up with friends and thoroughly enjoys her experience.

A group of older ladies attend together and told us that it was very reassuring to know that they would be having a hot meal twice a week as in the current climate they could not always afford to have a full dinner.

## Elaine Kelly BA

**No, that BA doesn't stand for Bloomin' Amazing! but it might as well do as our very own Elaine Kelly (DOSCG Coordinator) has completed her degree and will soon be a Bachelor of Arts in Childhood Practice. After four years of balancing her considerable studies, full-time job at DOSCG, as well as life's ups and downs she will graduate this summer from Dundee University with a BA.**

I think I can say on behalf of everyone at DPHA how proud we are of Elaine's impressive achievement and wish her nothing but the greatest of things in the future.

Con-GRAD-ulations missus!!!





# WHAT'S HAPPENING IN SHELTERED HOUSING?

## Social Butterflies...

### St Patricks day

Big thanks to Comedewithtea, a local catering company, who prepared and delivered the food for our St Patrick's Day celebrations. Tenants enjoyed Irish music and a game of bingo!



### Easter bonnet winner Betty

Anna Chalmers, our lunch club cook prepared an easter buffet for tenants, who received a free easter egg and had a game of bingo. Betty Tonner won first place for the easter bonnet parade.



### Fish Tea

Tenants had a wonderful day, enjoying lunch and refreshments. A big thank you to the Park Bar for preparing and delivering the meals.



## Coronation celebrations...

### Coronation Day

Morning tea, sandwiches and cakes was served to tenants while watching the Kings Coronation on 6 May. It was great to get together and watch this historical event.

Coronation celebrations continued on Monday 8 May with tenants

enjoying a buffet prepared by Anna Chalmers, our lunch club cook. Eric our support worker kindly donated a coronation cake for each complex, and we received a delicious delivery of an excellent selection of cakes from Villa bakery.



## Monday Exercise Class with Frances Tait

Tenants enjoy their exercise class and love the music played. Sharing their experiences, tenants have said...

"I'm doing my heel and toe raises every day, and I think this is helping my balance."

"My shoulder's not as sore when I'm washing my hair."

"I feel less nervous about falling when I'm walking around the shops and I'm walking more now too."



## SHELTERED TENANT MEETING

During April we held our monthly sheltered tenant meetings for both Nairn Place and Shaftesbury Street tenants, it was requested that these meetings change from monthly to Bi-monthly by tenants present.

The changes to the meeting planner will be implemented with the next sheltered tenants meeting scheduled for 22 August at Shaftesbury Street 12:30pm and 25 August at Nairn Place 11:00am, both meetings will be held in the common room. Come along and have your say!





# Dalmuir Helping Hands

## Delivering More to our Tenants



**The Association contacted every tenant in March 2023 inviting them to opt into a series of projects made possible through funding from the National Lottery, Cost of Living Community Anchor Fund.**

Working in community partnership with Trafalgar Housing Association, tenants were invited to apply for ASDA Food Vouchers, Cash Payments, Bedding and food & Household Essential Bags.

The response was very pleasing with 298 households applying by the deadline date. The operation to roll out the project was more complex with the number of items requiring to be ordered. Our staff, as they did through a similar project during COVID, pulled together as a team and organised collection in two phases, through May and June.

The Association will assist Trafalgar Housing Association in a 3<sup>rd</sup> phase

roll out through June and if there are any uncollected items these will be distributed through a 4<sup>th</sup> and final phase. This will be prioritised to tenants who applied after the deadline day.

Gary Earl, Finance Officer said: 'To be involved in the roll out of this huge project was an absolute pleasure. Making a small difference to people's lives is what the projects were designed for and it was great to meet many tenants as they popped into the office to collect their items. Offering every tenant the opportunity to opt into the projects ensured everyone received what they asked for or perhaps that little bit more.'



**Cash Payment Funding £6,000**

Individual Cash Value - £40  
Households Benefitting - 150

**Essential Bag Funding £2,000**

Individual Bag Value - £40  
Households Benefitting - 50

**Voucher Funding £6,000**

Individual Voucher Value - £40  
Households Benefitting - 150

# Pupil of The Year Award 2023



**Our Chief Executive Anne Marie Brown accompanied Finance Officer, Gary Earl to St Stephen's Primary School, in early June, to present Pupil of The Year Awards to children from St Stephen's Primary, Our Lady of Loretto Primary and Clydemuir Primary.**

A warm welcome from headteacher Jane Crombie was followed by presentations to each monthly winner and the overall winners, Esme McGeough (St Stephen's), Melody Ramsay (Clydemuir) & Ava Hogg (Our Lady of Loretto).

All winners received a £10 Costa Voucher with the overall winners receiving a glass award from the Association together with an invite from the Golden Jubilee Conference Hotel to an awards dinner later in June. Pictures of this event will be published in our next magazine edition. It's expected to be a fabulous red-carpet evening where each winner can celebrate their achievement with their families.

Gary Earl, DPHA Finance Officer said "This is the flagship project within the Association's wider role program. The project was established 13 years ago, and each year goes from strength to strength. The support from each school and the hotel is crucial in its longevity, and hopefully it will continue for many years to come."



## 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](http://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](http://www.dpha.org) • Tel 0141 952 2447 • Email [admin@dpha.org](mailto:admin@dpha.org)

Registered Housing Association Number: HAL 98

Charity Registration Number: SC033471

FCA Reference Number: 1917 R S

Property Factor Number: PF000397

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