

OFFICE FESTIVE CLOSURE

Beardmore House will close at 12.30pm on Friday 22 December 2023 and re-open at 9am Thursday 4 January 2024.

SEE PAGE 2 & 3 FOR EMERGENCY CONTACT AND INSURANCE INFORMATION.

BEARDMORE HOUSE OPENING HOURS

| | Office and reception open | Lunch time closure | Reception closes | Office closes |
|-----------|---------------------------|--------------------|------------------|---------------|
| Monday | 09.00am | 12.30pm to 1.30pm | 4.45pm | 5.00pm |
| Tuesday | 09.00am | | 4.45pm | 5.00pm |
| Wednesday | 09.00am | | 5.45pm | 6.00pm |
| Thursday | Closed for training | | 4.45pm | 5.00pm |
| Friday | 09.00am | | 3.45pm | 4.00pm |

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A Festive Update From Our Chief Executive

Hello everyone,



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

I can't believe it's almost time to say goodbye to 2023, and welcome in the New Year. As the saying goes, where has the year gone!

It's been yet another busy year at DPHA,

and next year is shaping up to be equally busy. At the end of October, you would have received a copy of our Annual Report & Performance Report for 2022/2023, which I hope you found an interesting read. Some big items that we will be focusing on next year include - Implementing a New Business Plan for the period 2024 to 2029; carrying out stock condition surveys of all our properties and reviewing our maintenance plans as a result; continuing to apply for external funding so that we can keep supporting our tenants and their families impacted by the cost-of-living crisis and other life challenges. Our housing management and maintenance staff will also be out and about carrying out inspections and checking common areas.

At the start of November, we issued all our tenants with a leaflet advising you about changes we are thinking of making to the way we calculate rents. We now intend to take the next 6-months or so to carry out a series of consultation events with our tenants, and then work towards implementing any changes in 2025, and not 2024 as we had originally advised. Reviewing our rents is a major piece of work the Association is undertaking and we are aware that 'rent harmonisation' will have an

impact in some shape or form to the majority of our tenants. We will be issuing you with further information updates in due course, including details of further consultation events.

As always, our Winter newsletter is full of really interesting information and updates, as well as some feel-good articles. We all appreciate a bit of cheer, so hopefully you'll enjoy hearing about what DOSCG, and the sheltered housing tenants have been up to recently as well as reading about, what we call our wider role projects.

Although we're now in the Winter months, weather, and health permitting, why not consider taking advantage of the lovely outdoors that we are lucky to have on our doorstep? Personally, I find walking is good for the soul. The other month I walked around Eaglesham Wind Farm, which was well worth a visit, albeit you definitely need transport to get there.

As we prepare for the festive season, I hope you manage to get the opportunity to spend time with family and friends. Recognising that Christmas and the New Year can be a difficult time for some people, we have included contact details within this Newsletter of organisations that may be able to help you if you are struggling.

Finally, I would like to take this opportunity to wish you and yours a very Happy Christmas and a healthy and happy New Year.

Take care and very best wishes,

Anne Marie Brown

Chief Executive





FESTIVE CONTACT DETAILS FOR OWNERS & COMMERCIAL PREMISES - INSURANCE

Our Insurance Broker, Howden Scotland Limited, will be closed on 25 & 26 December 2023 and 1 & 2 January 2024. If you have an insurance emergency, during this period, such as a fire, flood or storm damage please call Questgates on **0141 471 4331**.

If you require further assistance, such as alternative accommodation please contact Frank McGaffney on **07592 111879**.

DID YOU KNOW...

that we can supply our information in a wide variety of languages and print types or sizes. To request any of our documents or information in another language or print type or size please contact the office on **0141 952 2447** option 2.

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).



Here Excellent Accountable Results Together

Paying Your Rent

With the festive season approaching we are aware that this can be a tough time financially. However, you must make paying your rent a priority. We particularly see more returned direct debits in December and January. Please ensure you leave enough money in your bank account to cover the rent due at the end of December. Keeping your rent up to date will give you peace of mind to enjoy the festivities.

Paying rent is the primary condition of your tenancy agreement and failing to pay may ultimately lead to you losing your home.

You can make a payment through bank transfer, at any Paypoint machine with a payment card or at any time with your debit card through the Allpay App or by calling the office on 0141 952 2447 (option 1) and we can take payment over the phone.

ENERGY ADVICE

We are organising sessions in the coming weeks at our sheltered complexes with West Dunbartonshire Energy Advice Service through Community Links Scotland. This will provide tenants with information and advice to ensure heating systems are being used effectively and support you to manage energy consumption and bills. They can also assist you to apply for the Warm Home Discount schemes if eligible.

We are also pleased to announce a successful funding bid through Community Links and the Scottish Federation of Housing Associations (SFHA).

If you are struggling with debt on your meter or increased heating bills over the coming weeks, please get in touch with our Customer Services Team who can refer you on to the Energy Advice team who can assess if you are able to apply for assistance (up to £100).

We can refer any tenants requiring support to this service, if you feel this would be beneficial, please get in touch. Call the office on **0141 952 2447 (option 1)** or email: housing@dpha.org.uk



UPDATING TENANCY INFORMATION

Please let us know of any changes to your household information, for example if you have had a baby, or a partner has moved in. This keeps your tenancy details up to date and also if you have applied for a move, it might increase your priority. Also remember to let us know if you get a new phone number or email address.

ENDING YOUR TENANCY

It is important that you contact us if you are intending to give up your tenancy. We have seen an increase in the number of people failing to contact us and either returning keys without notifying us or abandoning their property. You must terminate your tenancy in writing (email is acceptable) giving a full 28 days' notice period. Failure to do so can lead to rent arrears accruing and a negative tenancy reference.

TENANT PARTICIPATION

We held our latest tenants panel meeting in September in the Nairn Street common room. The Finance & Corporate Services Manager, Carla Cameron outlined how we go about our budget planning, and Housing Officers Donna Drain and Jennie Cameron discussed ways we can improve communication with our tenants going forward.

Some ideas generated from this were having a DPHA Open Day event for residents which went ahead on 23 November (see more information on this opposite), and providing information on TPAS (Tenant Participation Advisory Service) conferences, training and events for tenants who may be interested in attending. We will be taking these ideas forward and keep you updated with developments as well as the date of the next tenants panel meeting.

Please get in touch if you have any ideas on how we can develop our tenant participation strategy, and if you would like to attend the next meeting. Call the office on **0141 952 2447 (option 1)** or email: **housing@dpha.org.uk**

All would be welcome.

OPEN DAY – RENT CONSULTATION EVENT

Thank you to all tenants who attended our Information Day and Rent Consultation event held at the Barclay Church on 23 November. It was a successful event attended by several local support agencies along with staff from DPHA and Arneil Johnson (an independent company hired by DPHA to review our rent structure).

Our thanks also go to all our tenants who returned the survey we sent out in relation to proposed changes to our rent setting policy.

We will carefully consider all the views put to us through the event and the survey returns and this will inform our rent increase proposal that we will put forward for your consideration. Look out for further information in the coming weeks.



MAINTENANCE NEWS

Ground Maintenance Winter Schedule

We have had discussions with our Grounds Maintenance contractor (Continental) regarding the reported drop in service levels over the last few months. We have brought this to their attention and have their assurances that the service is now fully back on track.

Through the months October to March, the Grounds Maintenance contractor will be carrying out the following works:

- The winter pruning would normally be carried out January and February but is currently in progress. This will address reports of overgrown hedges and bushes overhanging fences.
- Fortnightly litter picking (including removing fallen leaves), with a weekly collection in The Crescent
- Moss and weed control of concrete paved areas (where there is a risk of slipping)
- Guano removal from high back courts
- Gritting will only be done as per Met Office temperature predictions. If the temperature is to drop below zero, then our contractors will provide a gritting service. They will also fill any grit bins that belong to DPHA or leave bags of salt/grit at warden areas for the use of our customers.
- Hanging baskets will be removed over the winter period.

IMPROVEMENTS

STONERWORKS / INSULATION IMPROVEMENTS

The stonework improvement works on Dumbarton Road & Scott Street are due to complete in early December. Thanks to all our tenants who have dealt with this ongoing disruption for several months, your co-operation with allowing this work to go ahead as planned is much appreciated.

Along with making safe the stonework at the front of the building, external wall insulation was applied to the gable ends

and rear elevation and internal insulation was installed in all front facing rooms. We hope this will provide all our tenants within this block with a much warmer home and bring the costs of heating the home down too.

DPHA received funding for this project from the Scottish Government and we hope to be able to access more funding in the future to make energy efficiency improvements to more of our tenemental stock.



MAINTENANCE NEWS

WINDOW REPLACEMENT PROGRAMME

The window replacement in 85 of our properties is well underway. The properties at Nairn Street & Nairn Place have been completed and the project has now moved on to the odd side of Pattison Street.



'Pleased that the workers cleaned up afterwards. The doors are beautiful and bright white. Very pleased'

'Great service, no complaints'

'Quick, efficiently productive and very clean and tidy'



GUTTER CLEANING

The annual gutter cleaning contract will shortly be underway. David Mitchell's Building & Plastering Ltd have been awarded this contract and you will see them around our stock.

STOCK CONDITION SURVEY

Thank you to all our tenants who provided access for our recent Stock Condition Survey. This is an essential piece of work for DPHA and informs our business planning and how we prioritise both our spending and our improvement programme over the coming years.

We aim to complete as near to 100% of stock inspections as possible. A further round of surveys will take place later in 2024. Please do allow access to the surveyors from JMP.



Here Excellent Accountable Results Together

RIGHT TO REPAIR SCHEME

The Right to Repair scheme gives you the right to have small emergency or urgent repairs carried out in a given timescale. If we have not attended or completed the repair within the timescales allowed, you can claim compensation and arrange for the repair to be carried out by an approved alternative contractor.

Sometimes there may be circumstances which your landlord, or the contractor, have no control over which make it impossible to do the repair within the maximum time (for example, severe weather or requiring to order parts). In these circumstances your landlord may need to make temporary arrangements and to extend the maximum time. If they are going to do this, they must let you know.

What does not qualify?

The Right to Repair does not apply if:

- The date for repair was extended due to a request for an alternative appointment to carry out the work.

- The repair has an estimated value of £350 or more.
- You fail to provide access for inspection or for the repair to be carried out, having been given reasonable opportunity to do so.

How much compensation you can receive?

If we fail to complete a qualifying repair within the maximum time allowed, you may be entitled to £15 compensation, plus a further £3 per day for every day the repair remains outstanding, up to a maximum of £100.



| Fault description | Maximum time to complete (working days) |
|--|---|
| Blocked flue to open fire or boiler | 1 day |
| Blocked, leaking or foul drains, soil stacks or toilet pans (no other toilet) | 1 day |
| Blocked sink, bath, hand wash basin | 1 day |
| Loss of electric power | 1 day |
| Partial loss of electric power | 3 days |
| External window, door or lock not secure | 1 day |
| Unsafe access to a path or step | 1 day |
| Significant leaks or flooding from water or heating pipes, tanks or cisterns and cannot be contained | 1 day |
| Loss or partial loss of gas supply | 1 day |
| Loss or partial loss of hot water and/or heating, no alternative heating is available | 1 day |
| Toilet not flushing and there is no other toilet in the house | 1 day |
| Unsafe power, lighting socket or electrical fitting | 1 day |
| Loss of water supply | 1 day |
| Partial loss of water supply | 3 days |
| Loose or detached banister or handrail | 3 days |
| Unsafe timber flooring or stair treads | 3 days |
| Mechanical extractor fan in internal kitchen or bathroom not working and no alternative ventilation | 7 days |

AGM ROUNDUP

Our 2022/2023 Annual General Meeting (AGM) was held at the Golden Friendship Club, Nairn Street on Tuesday 5 September at 6.30pm.

Our main challenges during the last year have been the ongoing cost of living crisis continued to be felt by us all, with higher

food, energy and general day-to-day costs soaring and, our contractors continuing to experience problems with material shortages and cost increases, which did have an impact on, for example, our window replacement programme. Highlights of the year included some of the following:

Very Good Grade

Care Inspectorate carried out an unannounced visit at DOSCG, with the areas that the Care Inspectorate looked at, 4 were given a Very Good grade, with 1 area being graded as Good.



£464,000 Spent

We spent £464K installing 35 new kitchens, 47 new bathrooms, boiler upgrades and new roofs on 4 properties.



Grade Met

We met our legal obligation to ensure each of our properties had a valid electrical certificate, which we must now carry out every 5 years.



£278,000 Secured

We secured £278K in funding from the Scottish Government's Social Housing Net Zero Fund. This funding is for the internal and external insulation works being carried out at some of our Dumbarton Road & Scott Street properties.



We had another very successful year in securing external funding, which has allowed the Association to support our tenants and the Dalmuir community. During the last year we secured £34,815 of external funding and, we have received another £27k of funding that will help us to continue supporting our tenants during the winter months ahead.

BOARD OF MANAGEMENT MEMBERS FOR 2023-2024

- Gavin Waddell – Chairperson
 - Francis Polding – Vice Chairperson
 - Joe Gherardi
 - David Edgar
 - Jordan Henderson
 - Michelle Donnelly
 - Stephen Boag – joined the Board on 24 October 2023
 - Gordon Laurie (Co-opted) Policy Review Working Group
- Elected Members**
- David McIndoe
 - Ian Lennox
 - Karen Johnson
 - Anita Williamson



HOME CONTENTS INSURANCE

Why do I need it? Contents insurance is designed to help protect your possessions. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen so home contents insurance can help provide peace of mind.

To help you decide whether home contents insurance is right for you, we have teamed up with Thistle Tenant Risks and Great Lakes Insurance UK Limited who provide specialist Tenants Contents Insurance policies.

This home contents insurance scheme can offer you insurance for the contents of your home including cover for items such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments.

Go to www.thistletenants-scotland.co.uk to find out more and to use our contents calculator to work out the value of your home contents.

How do I get further information?

- Call Thistle Tenants Risks on **0345 450 7286**
- Alternatively, please visit www.thistletenants-scotland.co.uk for more information or to request a call back.

Limits and exclusions apply. A copy of the policy wording is available on request.

KEEP SAFE FROM DOORSTEP BOGUS CALLERS How to protect yourself from doorstep crime

- Be on guard if someone turns up unexpectedly
- Keep front and back doors locked
- Use the door viewer or nearby window when answering the door
- If you're not sure, don't answer the door and press/pull your alert button
- Don't feel embarrassed - genuine callers expect you to be careful
- Only let callers in if they have an appointment and you have confirmed they are genuine.
- If you're not sure, don't answer the door and press/pull your alert button
- Always ask for identification badges of anyone you answer the door to, but don't rely on them.
- Identity cards can be faked – phone the company to verify their identity
- Never let people try to persuade you to let them into your home even if they are asking for help – they may not be genuine.
- If someone is persistent, ask them to call at another time and arrange for a friend or family member to be with you
- Call the police on **101** for a non-emergency and call **999** for an emergency.
- Never agree to pay for goods or give money to strangers who arrive at your door
- Don't keep large amounts of money in your home

Remember, it's your home.

There's no reason why anyone should ever enter your home against your wishes.

If you're not sure, don't answer the door

JOIN OUR BOARD OF MANAGEMENT

Dalmuir Park Housing Association is looking for tenants to join its Board of Management who are keen to play their part in delivering great housing, care services and community projects.

You will receive equipment, support and free training that will help you...

- Develop new skills and knowledge and gain personal development to help with your CV
- Have your views heard
- Give something back to the community
- Improve the quality of life for those in the local area
- Make a real difference to the local environment

- Improve your confidence and self-esteem
- Gain a sense of achievement
- Play a crucial role in taking forward the work of DPHA

We have a hybrid approach to our meetings so you can either attend in person at Beardmore House or join in online.

For further information, please see our website at www.dpha.org.uk. Or you can also contact Kimberley Tennant, Corporate Services Officer at Kimberley. tennant@dpha.org.uk or, call 0141 952 2447, option 2.



SHAREHOLDER APPLICATION

Would you like to become a Shareholding member of the Association?

If so, please complete and return this application form, with your £1 subscription. Your application will then be considered at the next Board meeting and if accepted you will be issued with a share certificate.

Your £1 is treated as share capital and the certificate is recognition of your rights as a Shareholder to take part in all of our Annual General Meetings.

The issue of the share certificate makes you a lifelong member, but does not commit you in any way to personal liability.

I would like to apply for membership of DPHA and enclose £1.00 for one share.

Name

Address

Flat Position

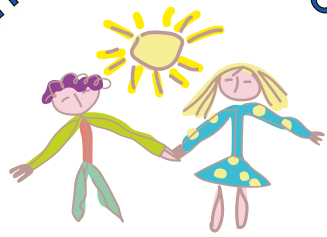
Tel

Email

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



Dalmuir Out of School



Care Group

DOSCG is designed to help parents balance work, college, university and family commitments, whilst providing children with a secure and fun place to spend their time outside of school, with dedicated professionals caring for them.

We provide care and play for children outside of their education through our breakfast club, after-school club and school holiday clubs.

Our Parents Panel needs you...

HAVE YOUR SAY...

If your child/ren attends DOSCG why not become a part of the parent panel and join staff for half an hour to chat over a cup of tea or coffee, ask questions, find out more information, offer ideas and suggestions to develop our service. For further information please contact: DOSCG Manager Elaine Kelly on 0141 951 4499 or email doscg@dpha.org.uk.

SLIME RECIPE

We had great fun making our own slim and would like to share the recipe for you to make at home.

Ingredients

- 2 cups of cornflour
- Water
- Food Colouring (Optional)



Method

Add enough water (and food colouring if desired) to the cornflour to create a firm consistency

Storage

The slims should only kept for one day.

DOSCG would like to bid Sylvia Elliot farewell and thank her for being a great colleague and good luck with your new job!



BUG HUNT

We went bug hunting in our back play area and in our Learning Garden and had great fun making mud pies, planting bulbs, or collecting leaves and twigs.



Our CHRISTMAS PARTY will be on 22 December 2023



DOSCG FESTIVE PERIOD OPENING TIMES

DOSCG will close on Friday 22 December at 6pm and re-open on Wednesday 3 January 2024 for a 3-day Playscheme

| | | |
|-----------|----------------|---------------|
| Wednesday | 3 January 2024 | 7.45am-6.00pm |
| Thursday | 4 January 2024 | 7.45am-6.00pm |
| Friday | 5 January 2024 | 7.45am-6.00pm |

To ensure a place, contact our Manager Elaine Kelly on 0141 951 4499 or email doscg@dpha.org.uk

Normal DOSCG service will resume on Monday 8 January 2024.



2024 PLAYScheme DATES

Half-term & In-service

Monday 12 February
Tuesday 13 February
and Wednesday 14
February 2024

Spring Break

Tuesday 02
April to Friday
12 April 2024
(inclusive)

In-service day

Thursday
2 May 2024

Half-term

Friday 24 May
and Monday 27
May 2024

Summer 2024 Playscheme

Commences
Thursday 27 June
2024

For further information please contact Elaine Kelly on 0141 951 4499 or email doscg@dpha.org.uk



Benefit Migration – Tax Credit to Universal Credit

Millions of people across Scotland, including here in West Dunbartonshire, face a bleak winter. They're worried about the cost of food, worried about paying their energy bills, keeping their home warm, mortgage costs and the cost of living generally. To add to the problems faced by many people this winter, the Department of Work and Pensions (DWP) is now implementing the "managed" migration of Tax Credit claimants onto Universal Credit (UC).

This could prove to be a challenging process for people who have been in receipt of TC for many years as they are forced to move from a fairly straightforward paper-based system operated by HMRC to the online, real-time UC journal process. They will also enter the world of conditionality and potentially sanctions should they fail to maintain their journal. Although DWP is offering assurances that Job Centre staff will take a light-touch approach, UC claimants will be expected to seek better paid work and/or ask employers for better pay or increased hours.

If they haven't already, Tax Credit claimants will in the coming months receive a letter (the Migration Notice) from DWP advising that their Tax Credit claim is being closed and explaining the process for claiming Universal Credit. Tax Credit claimants will have a period of three months from receipt of the Migration Notice to lodge a Universal Credit claim and secure transitional protection.

Tax Credit Claimants should be clear – their Tax Credits claim will stop. It is being replaced by Universal Credit. There is no other option other than to allow your TC claim to be closed.

There is a period during which TC claimants who apply for UC will be given transitional protection. Claimants applying for Universal Credit before they receive the Migration Notice or after the three-month deadline will lose any transitional protection. Tax Credit claimants who do not make an application for Universal Credit will lose entitlement which may also affect Social Security Scotland payments (e.g., Scottish Child Payment, Best Start Grant, etc.)

It's a stark message and we estimate that over 1000 households in West Dunbartonshire could be affected by this change – adding further financial pressures to those already struggling. Child Poverty Action Group research on earlier pilots has shown that around 30% of TC claimants did not apply for UC during the migration period which will have resulted in a significant loss for some households. We fear that local people will not understand the process or will find the UC claim process complicated and/or journal management too cumbersome.

If you have received a Migration Notice: Telephone 0800 484 0136 or contact us via our website www.wdcab.co.uk



CHEAP AND EASY ENERGY SAVING TIPS

TIP! Use blankets and extra layers rather than turning up the heating.

TIP! Don't leave things on standby or save up to £30.00 a year on your electricity bills by using a Standby Saver.

TIP! Place foil around the back of your radiators to reflect heat back into rooms.

TIP! Only fill the kettle with as much water as you actually need.

TIP! Move furniture away from radiators to allow heat to circulate.

TIP! Use energy saving light bulbs. They last up to 10 times longer than ordinary bulbs and using one can save you around £40.00 over the lifetime of the bulb.

TIP! Open curtains and blinds to allow natural light in, but close at night to retain heat.

TIP! Unplug all appliances when not in use, or they will continue to use energy.

TIP! Replacing an inefficient fridge-freezer with an A+ or AA++ rated model can save up to £36.00 a year.

EVERY LITTLE BIT HELPS....

Did you know that you can drop off donations for Old Kilpatrick Food Bank at the offices of Hiflow?

Their office at **9 Caledonia Street, Dalmuir** is open daily to accept any donations you want to make.



www.hiflow.biz
gas heating - hot water - plumbing - joinery
Main Office Phone Number
0141 - 951 - 2020
Open Mon - Thur 9am to 5pm, Fri 9am to 4pm
24hr Emergency Call Out Number
0141 - 944 - 6060
e mail: info@hiflow.biz



SOCIAL HOUSING FUEL SUPPORT FUND

The Association have been successful in securing more grant funding.

The funding, £27,305, made available by the Scottish Government and administered by Scottish Federation of Housing Associations will be rolled out in early 2024 which is designed to support the delivery of energy efficient measures including small appliances and essential warmth items for Social Housing tenants.

Our award allows us to deliver many items including:

- Bedding Packs
- Air Fryers / Slow Cookers / Soup Makers
- Thermal Curtains
- Radiator reflector panels

- Draught excluders
- LED Bulbs

Energy advisors will be assisting with the delivery of certain items and home visits maybe required before items can be granted.

All tenants will be sent letters to opt into the forthcoming project. It is hoped to deliver to items to as many tenants as possible however demand may be greater than expected. Deadlines to respond will be strictly adhered to.



WHAT'S HAPPENING IN

Tenant Participation Advisory Service (TPAS) Conference was held on 28 to 30 June 2023. Several staff and one of our sheltered tenants, Frances Reid attended the event. The general feedback was positive, saying 'we are looking forward to next year's event.'



SHELTERED HOUSING - TENANTS MEETINGS

- Shaftesbury Street - Meeting 26 January @ 12.30pm-1.30pm
- Nairn Street - Meeting 26 January @ 11.00am-12.00 Noon

WINTER FESTIVITIES

Our Christmas Bash is arranged for 9 December 2023 at Radnor Park Bowling Club

Christmas Party Dates

- Shaftesbury Street - 19 December
- Nairn Street - 20 December



An unannounced visit by the Care Inspectorate took place on 27 July 2023 at our sheltered complexes.

The Care Inspector looked at two 'quality themes' - how well do we support people's wellbeing, and how good is our leadership. In both these areas we maintained a Grade 5 with no recommendations or requirements issued. These are some of the comments made by the Care Inspectorate within the report.

The report is available on our website: **18 August 2023 Inspection Documents: Inspection Report** (dpha.org)

'People regularly had fun and social bonds were strengthened by people's participation in common room activities, group outings and through links with other organisations in the community.'

'Some of the younger residents used the common room independently to socialise whilst others attend organised events such as bingo, lunch clubs, high teas, exercise classes and yoga classes.'

'Staff work hard to encourage people to use the communal facilities and to participate in social events.'

'People were encouraged to participate in decisions about how tenants funding should be used. This meant that the organisation encouraged people to develop a sense of fairness and co-operation with others.'

SHELTERED HOUSING?

STAFF CHIT-CHAT

A big welcome to our newest member of staff, Karen Barron who is based at the Nairn Street complex. Karen has had years of experience working in the care field and will be a great asset to our team.



Congratulations and well done to Christine Hendry and Mary Jane Anderson on achieving their SVQ3 in Health and Social Care qualifications.

A big thank you to Eric our support worker come driver. Eric has been approved as a volunteer driver to drive the Linnvale Community Bus for our Sheltered Housing complexes.



Sadly, we have to say farewell to Yvonne Mathieson, who has worked in our sheltered complex for over 12 years. Yvonne will be missed by her colleagues and tenants at the sheltered housing, however, will remain as an employee at Dalmuir Out of School Care Group (DOSCG).



SOCIAL BUTTERFLIES



Sheltered Tenants arranged a trip "Doon the water" on the Waverley, the weather held out and a wonderful time was had by all that attended.



Sheltered tenants enjoyed a day out at two classic structures of modern design, with a boat trip at the Falkirk Wheel then a visit to see the Kelpies. It was one of the hottest days of the year but, we cooled off with an ice-cream or two.

A bus trip to Cardwell Garden Centre took place in August, the day was enjoyed by all, and we even had doggie bags of cakes from a magnificent afternoon tea.



Congratulations to Petrina and John Chalmers on their 60th wedding anniversary which they celebrated with family and friends and a note of royal acknowledgement received from the King and Queen.



Winter is Coming

Be prepared

Keep Your Home Warm

As the temperature drops outside, avoid frozen pipes inside and any potential damage to your home by keeping your home reasonably warm day and night.

Be Prepared

Make sure you know where your water stop valve is so this can be turned off in the event of any problem. Make sure to keep your emergency repair details handy, these can be found in your newsletter.

Ceiling Bulge

When there is a water leak, water tries to find the easiest way out, which can be through the ceiling! If this happens to you, place a bucket under the bulge in the ceiling and gently pierce a small hole in the ceiling bulge to allow the water to drain through.



HELP ... MY PIPES ARE FROZEN BUT NOT BURST?

1. Turn off the water at the stop valve.
2. Open all taps in sinks and baths, making sure plugs are out.

HELP ... I HAVE A BURST PIPE Follow steps 1 & 2 above and also...

- Switch off the electricity at the mains.
- Switch off any water heaters.
- Switch off the central heating.
- Warn neighbours who could also be affected by the burst.
- Notify us as soon as possible
- If possible, collect water in pots for flushing the toilet and washing.
- Call the **emergency plumber**

For our **emergency plumber**, please call **0141 952 2447** and choose the option which transfers your call to **Hiflow (for Gas heating & Plumbing)**

LOOKING FOR WORK?

LIVING IN WEST DUNBARTONSHIRE?



The Lennox Partnership provide a bespoke and person centred employability service to help you move into work.

WHAT CAN WE HELP WITH?

- 1-2-1 employability support
- Job applications
- CVs and cover letters
- Training and upskilling
- Breaking barriers
- Access to exclusive job opportunities
- Ongoing In Work Support



WHAT IS THE CRITERIA?

- Aged 16 +
- Living in West Dunbartonshire
- Unemployed or not in Full-time education
- Right to work in the UK



Opportunity available until
March 2024

Carus House
201a Dumbarton Road
Clydebank, G81 4XJ
0141 951 1131

CHANGES TO WASTE & RECYCLING COLLECTION SERVICES – CHRISTMAS & NEW YEAR 2023/2024



| Usual Uplift Date | New Uplift Date |
|----------------------------|-----------------------------|
| Monday 25th December 2023 | Saturday 23rd December 2023 |
| Tuesday 26th December 2023 | Sunday 24th December 2023 |
| Monday 1st January 2024 | Saturday 30th January 2023 |
| Tuesday 2nd January 2024 | Sunday 31st December 2023 |

Your normal waste & recycling collection service will resume on Wednesday 3rd January 2024.

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

Clydebank Health Centre:
0141 531 6363

Vale of Leven General:
01389 754 121

West Dunbartonshire Council:
01389 737000

Refuse Collection Bulk Uplifts:
01389 738285

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)

Dalmuir CE Centre:
0141 531 6300

Social Work:
01389 737 758

Social Work out of office hours:
0800 811 505

Breathing Space:
Free phone 0800 83 85 87

Samaritans:

Free phone 116 123

Alternatives:

01389 734 500

Woman's Aid:

01389 751036

Men Matter Scotland:

0141 944 7900

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

Registered Housing Association Number: HAL 98

Charity Registration Number: SC033471

FCA Reference Number: 1917 R S

Property Factor Number: PF000397

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**INVESTORS
IN PEOPLE**

