

OFFICE CLOSURE DATES

Beardmore House will close on the following dates:

**EASTER
HOLIDAY**

Friday 29 March 2024 and
Monday 1 April 2024

**MAY DAY
HOLIDAY**

Monday 6 May 2024

**SPRING
HOLIDAY**

Friday 24 May 2024 and
Monday 27 May 2024

See page 3 for emergency contact information.

BEARDMORE HOUSE IS NOW OPEN UNTIL 6PM ON WEDNESDAYS!

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 MESSAGE FROM OUR CHIEF EXECUTIVE

Hello everyone,

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

Personally, I'm really looking forward to the lighter nights coming in; casting off the winter woollies and getting outside for some fresh air.

I love all the weather seasons for their own distinct reasons, but I don't think you can beat spring-time with its freshness; change and the promise of new life you see in the gardens and in the country-side.

As always we've lots planned at DPHA over the next few months or so. We've been working on the content of our new Business Plan for 2024 to 2029 and we've been consulting with some of our tenants' groups. All going well, the Association's new Business Plan should be approved by the Board in April 2024.

We're still working away on our rent harmonisation project that we have been telling you about, and over the summer-time we will be writing out to all of our tenants and shared owners advising what the impact of rent harmonisation will be to each of you.

The final phase of our stock condition survey will be carried out during late spring-time/early summer. Once the stock condition survey is finished our investment plans for our properties will be revised and approved by the Board, and then we'll let you all know about the investment works we intend to carry out over the next 5-years, subject to Board review and approval each year.

Our care service staff are busy planning social events for our sheltered housing tenants over the

next few months, and our Dalmeir Out of School Care Group is looking at ways of expanding the service in Dalmeir and the surrounding area. The Dalmeir CE Centre, where DOSCG is based, has become a thriving and very busy place to be, which is excellent to see.

We recently welcomed a new member of staff, Cerys Tierney to DOSCG, and we are in the process of recruiting staff for our sheltered housing service and in our Customer Services Team. It won't be long before all our service areas are fully staffed. We also welcomed Jade Murray, who has been Appointed as a new Board member.

By the time you receive this newsletter, we will have almost finished distributing £27,305 worth of bedding packs, air fryers, slow cookers, soup makers, and thermal curtains. Along with Trafalgar Housing Association we secured the funding from Social Housing Fuel Support Fund which allowed us to buy these items.

We recognise the importance of making successful funding applications to external funders and the difference this funding can make to our tenants and the community. Most external funders are now looking for organisations like DPHA to consult with their communities on what it is that communities need the most. With this in mind, we will shortly be carrying out community consultation through an organisation called Community Links Scotland. The outcome of this consultation will allow us to produce a Community Investment Plan that we can use to hopefully attract more external funding into the Dalmeir community.

Over the years the community work that we have carried out has become more and more important to the Association as we try to support as best we can our tenants and others who may be struggling with the effects of high energy and food bills.

Hopefully you will find lots of interesting information in our newsletter. For instance, our before and after pictures of the stonework repairs and the installation of external and internal wall insulation works to some of our tenement flats at Dumbarton Road and the corner of Scott Street. We can't thank enough the tenants, owners and commercial owners whose patience and understanding helped make this project go as smooth as it did. Why not take 10 minutes out of your busy day and have a read at our newsletter while enjoying a cuppa.

Look after yourself.

Aune Marie Brown

Chief Executive



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.



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We are Dalmuir Park Housing Association

What's missing? Its **U**!

Are **U** passionate about your local community?

Would **U** like to make a difference?

Are **U** someone who shares these principles:



OPENNESS



HONESTY



ACCOUNTABILITY



SELFLESSNESS



LEADERSHIP



INTEGRITY



OBJECTIVITY

If so, then what are you waiting for? Become a Board Member today by contacting us on **0141 952 2447 (option 2)** and put the **U** in Dalmuir Park Housing Association!

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).



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RENT HARMONISATION RAFFLE WINNER!

All attendees to our Rent Harmonisation event held at the Barclay Church on 23 November 2023 were entered into a prize draw to win a £75 voucher for a shop of their choice.

Mr. W from Dumbarton Road was the lucky winner with their number drawn by an online number generator.



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

.....

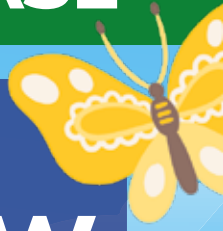
.....

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.



RENT INCREASE AND SERVICE CHARGE REVIEW

We recently completed our consultation process about our proposed rent increase and review of our service charges for 2024/25. 111 people took part in the consultation either through returning the paper survey, online through our website or email invitation. Our Board has considered all the responses, particularly in relation to affordability where 61% of our tenants who responded agreed their rent represented good value for money.

A lot of feedback was received through the surveys this year, thanks for letting us know your thoughts. If you raised any issues, you will be contacted to by a member of the Customer Services Team to talk through your concerns. Prize winners have been selected at random and the winners have been contacted with the good news.

As always, 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 5.9% will be agreed at the Board meeting on 20th February 2024 and will be applied to rents as of 28th March 2024.

The table below details the proposed monthly service charges for 2024/25. The service charges are based on the 2022/23 costs. These costs are included in the total rent you pay each month.

Service Charges – Monthly	Current Charge 2023/24	New Charge for 2024/25	Change
TV Aerial maintenance	£0.42	£0.47	+£0.05
Door Entry Systems	£1.07	£2.35	+£1.28
Communal Fans	£0.00	£0.00	-
Estate and Environmental Management	£12.22	£13.11	+£0.89
Stair Cleaning	£16.16	£16.96	+£0.80
Stair Lighting	£4.23	£5.75	+£1.52
Housing Support (Sheltered Housing)	£178.41	£204.10	+£25.69

As you can see, the cost of providing these services has increased mostly due to inflationary pressures. Both the Stair Cleaning and Communal Fan contracts (including an upgrade / replacement programme) are due for renewal this year and we will give you further information once these contracts have been finalised.

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 soon as possible. For more information about the support and advice agencies we work with please see further details in this edition of our newsletter.

Please remember that if you currently receive **Universal Credit** you should make sure to update your claim through your online portal by 28 March 2024. 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. Failure to do this may result in arrears on your account which will be your responsibility to pay.

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.



COMMUNITY NEWS



EVERY LITTLE BIT HELPS...

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

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

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

Exciting new partnership with Scottish SPCA – Pet Aid

Our Community Support Officer has set up an exciting new partnership with the Scottish SPCA, Pet Aid. We have been finding people who are feeding their animal friends and going without food themselves. Also, tragically some people are faced with the terrible dilemma of having to think about re-homing their pets due to the current cost of living crisis.

To help we are now receiving a monthly supply of dog and cat food which can be given to tenants who are struggling to feed their dogs and cats. The supply is not limitless, and we can only give out what we receive.



If you are struggling to feed your canine companion please contact Fiona Campbell, Community Support Officer on **0141 952 2447** or by email: fiona.campbell@clydebank-ha.org.uk

Your contact will be treated with confidentiality and respect and Fiona will be happy to help you.



LET'S NOMINATE FOR ACTS OF KINDNESS

Has someone gone out of the way to do something kind for you or someone you know? Why not nominate them for a DPHA Kindness Award!

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!!!



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HELP US HELP YOU!



Dalmuir Out of School Care Group (DOSCG)

Dalmuir Out of School Care Group (DOSCG) provides a fantastic affordable service which includes breakfast club, after school care club and a playschemes during school holidays.

Our setting is designed to help parents balance work, university, college 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.

DOSCG is situated in the heart of Dalmuir. We offer the children a wide range of activities to choose from in a secure and safe environment. After a hard day at school children need to relax and

unwind in a variety of ways and DOSCG offers a very fluid and flexible programme.

DOSCG offer a whole range of arts & crafts and messy play activities, as well as games of pool, table tennis, tabletop football, drama and imaginative play.

The children are free to choose whatever activity appeals to them.

School Holidays

During school holidays, DOSCG is open to all children between Pre 5 to 12 years.

The children will be able to book into outings and trips, eg to the cinema, sports centres, adventure parks, etc, and also become involved in fun projects which will involve a full range of activities both indoors and outdoors and visit our learning garden.

Service times:

Breakfast Club	Monday-Friday 7.45am-9.00pm
Afternoon Club	Monday-Friday 3.00pm to 6.00pm
In-Service Days and Playscheme	Monday-Friday 7.45am to 6.00pm

Facilities

- Outdoor learning eco garden with play equipment
- Before school, after school and holiday care available
- Three large playrooms, designed to inspire children to use their imagination and creativity skills
- Various activities organised in conjunction with the children's interests
- Children's Pupil Council
- Gym-Hall
- Daily drop off and pick up at Saint Stephens primary (walking), Our Lady of Loretto primary (walking), Clydemuir primary (walking).

With over 30 years' experience in the active childcare industry, we have developed a unique approach to unlocking children's learning potential, nurturing their imagination, and engage children to discover new experiences.



If DOSCG could help you, or to find out more information, contact Elaine Kelly on 0141 951 4499 or email doscg@dpha.org.uk



HOUSING NEWS

CLOSE INSPECTIONS & COMMON AREAS

Our Stair Cleaning Contract is due for renewal and is currently in the process of being re-tendered. Following feedback from you, our tenants, we are looking at including additional services to ensure the bin areas are kept clean and tidy. We will provide further information on how we see this service working once the contract has been awarded.

Close inspections are being carried out on a regular basis. Despite our best efforts we are still seeing bulky items kept in the common areas of the close. Please do not store any of your personal items (including DIY equipment, bikes, and prams) on the landings or stairways. If we come across any items within the close, everyone in the close will receive a letter advising them these items should be removed. Ultimately, if you do not remove your items from the close we will ask our contractor to remove them. **This includes bikes.**

This advice also extends to the garden areas. Please be a responsible neighbour and remove any broken or unwanted toys and furniture from your garden space. Any items stored within the garden should not be to the disadvantage of your other neighbours. The gardens are a shared space, and any personal items should be stored neatly out of the way of the washing lines and grassed areas.



TENANTS PANEL UPDATE

Our most recent tenant panel took place on Thursday 21st March @ 5.30pm and was run as a hybrid meeting to allow panel members to join in from home via their laptops or mobiles. For those of you who joined us at the meeting, we hope you agree that the Fish Tea and refreshments were delicious!

At the meeting, we explored the training opportunities offered to tenants via TPAS (Tenant Participation Advisory Service) to enable panel members to become involved in Tenant Scrutiny activities. We also had a look at DPHA Housing Allocation Policy which is in the review process and talked through our proposed rent re-structure and how best to engage with our tenants in that process.

If you haven't received an invitation and would like to be included in future events or would like to find out more about Tenant Panel / Tenant Scrutiny, please contact Jennie Cameron at the office on **0141 952 2447** or email us **housing@dpha.org.uk** and we will add your details to our panel membership.

XL Bully Dogs – new legislation

New legislation is in place in Scotland in relation to ownership of XL Bully dogs. If you have an XL Bully dog then you must apply for an exemption certificate to keep your dog, this will apply from 31st July 2024. If you do not register your dog this will be a criminal offence and a breach of your tenancy agreement. Please also let DPHA know if you have an XL Bully dog, you will also be asked to provide the necessary certification to keep your dog at home.

In addition to this an XL Bully dog must always wear a muzzle and lead

when in public. Please be aware this includes the common areas within the property. We would also ask that the dog is also muzzled when any DPHA staff member or any of our contractors call at your home.

As with any dogs, should DPHA be made aware of a dangerous dog within the property you will be asked to remove that dog from your home.

For more information see www.mygov.scot/xl-bully-dogs



RENT ARREARS

Due to increasing levels of rent arrears, DPHA are reviewing our approach in the collection of rent arrears and robust procedures are now in place to ensure rent is collected and arrears do not increase. If you fall behind in your rent payments, you must act quickly to deal with the situation as if you don't, you are at risk of losing your home and may find difficulty in finding alternative accommodation. Rent debt is considered a "priority debt", this means you should put it above any other debts you may be facing as ultimately your home is at risk.

If you find yourself in rent arrears, it's best to speak to a member of our Customer Services Team as soon as possible to arrange to pay back what you owe. We will always consider your personal circumstances but you must be prepared to engage with us and complete an income and expenditure / budgeting plan so we can work with you to agree an affordable but appropriate repayment plan. Part of this process looks at your income and any ways you could increase the money coming in to your home, you will



always be offered a benefit check (through Citizens Advice Scotland – see below) along with having discussions about the best way to prioritise your expenses.

If you have any concerns about rent payment, please contact us on **0141 952 2447 (option 1)** or email housing@dpha.org.uk

SUPPORT ON OFFER AT DPHA

Tenancy Sustainment

Officer – DPHA's Tenancy Sustainment Officer, Fiona Campbell, has a wealth of experience in all matters in relation to issues faced by tenants. If you are struggling with any aspect of maintaining your tenancy, please get in touch and we can refer you to Fiona, who may be able to help you.

Along with in-house support we work in partnership with agencies who are here to help you in these challenging times. If you would like to make use of any of the following, please contact the Customer Services Team on **0141 952 2447 (option 1)** or email housing@dpha.org.uk

Citizens Advice Scotland

– we have a dedicated Welfare Rights Officer who can help you with anything benefit related. If you have

any concerns in relation to your benefits, if you've been sanctioned or would like to appeal a decision or if you have had any change to your personal circumstances, it's best to make use of this fabulous service.

Energy Advice – if you are in arrears on your billed meters (dry and smart meters) please contact us at the office and we can apply for funding for assistance with debt through the "Energy Debt Support Fund" on your behalf. However, all applications have to be made **before the end of March so get in touch!** We also work with Community Links, who provide us with a dedicated Energy Advisor. They can assist you in a number of ways with any issue you are having with heating your home or any of your utilities.

ENDING YOUR TENANCY?

If you are moving out of your home, you must provide DPHA with 28 days written notification. It's best if you can do this by calling into the office or send us an email – housing@dpha.co.uk.

If you return the keys without giving us the written notification, the 28-day notice period will still have to run, and you will be liable for the rent for that period.

If you need to move at short notice, then the best thing to do is to contact us and we can make arrangements with you about returning the keys and ending your tenancy.

We have seen an increase in the number of abandoned homes this year, please don't leave your home without letting us know. Our properties are in high demand, with hundreds of people on our waiting lists and increasing demand though homelessness services, we must make sure our flats are being used for their intended purpose – as homes. If you think any of your neighbours are no longer living at their address, please do let us know.



HOUSING NEWS

STOCK CONDITION SURVEY

The stock condition surveys will recommence in April and the appointed contractor is JMP Surveyors. If they contact you, please do allow access for this essential work to be carried out. This survey is a key part of our business planning process and will ensure we prioritise the right improvements to your homes. Thank you.

IMPROVEMENT PROGRAMME

The major works for 2023/2024 are coming to a close with the Stoneworks project at Dumbarton Rd / Scott Street completed and the window replacement programme at Nairn Street / Nairn Place & Pattison Street (odd side) nearing completion.

Our proposals for 2024/2025 are in development, with a spend of £550k

to be allocated. We have plans for a bathroom & window replacement programme in the coming year along with having a contingency fund for any necessary component replacements not included. We are unable to provide further information at this time but will be in touch with the residents of the properties due an improvement, in due course.

SCRUTINY PANEL

Dalmuir Park Housing Association is looking for customers to join our scrutiny panel, if you would like to take part in scrutiny of the Associations policies and procedures or to take part of the decision making processes within the Association, then please do not hesitate to contact Jennie Cameron on 0141 435 6535 or email her on jennie.cameron@dpha.org.uk for further information and a chat about how to get involved.

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



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IMPROVEMENTS

STONEWORKS / INSULATION IMPROVEMENTS

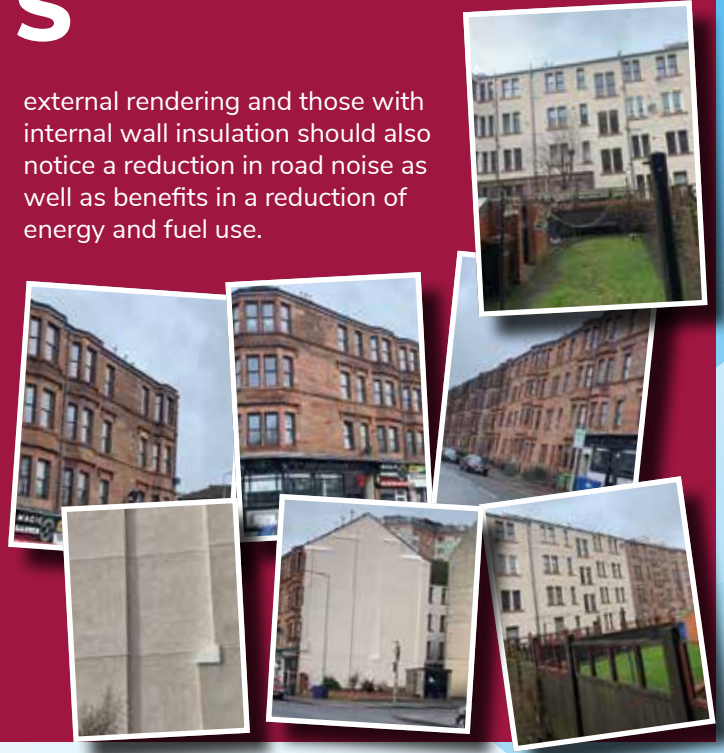
We are pleased to announce that the stonework repairs and the Internal and External Wall Insulation Project at 8 to 10 Scott Street and 824 to 830 Dumbarton Road is now complete, with the protective walkway and associated scaffolding now removed. The contractors are now off site and the project is now 100% complete.

The project has proven to be successful and in the main kept to timescales for completion, although recent storms put the project back a couple of weeks due to the poor weather conditions.

Satisfaction surveys will be sent out soon to the tenants, owners and commercial properties, affected by the works and should be arriving through letterboxes very shortly.

The pictures show how bright the back courts seem to be as a result of the reflective properties of the

external rendering and those with internal wall insulation should also notice a reduction in road noise as well as benefits in a reduction of energy and fuel use.



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, or could just do with some additional support, 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:

- Replacing a bath with shower facilities

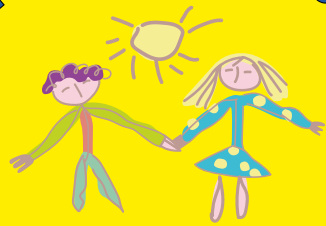
- Handrails
- Sensory flashing "alert" lighting, hearing/ audio aids

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.



Dalmuir Out of School



Care Group

Valentine Celebrations

DOSCG children loving our baking activity making a valentine biscuit for that special someone X



A VISIT FROM SANTA!

Dalmuir Out of School Care children enjoyed a wee visit from the man in the red suit (Santa). The children enjoyed our Christmas party tunes from Cerys our DOSCG resident DJ.



CONGRATULATIONS!!

Elaine Tausney and Sinead McGinley have achieved their SVQ3 in Childcare qualification. Well done to you both!!



PANCAKE MAKING

Pancake Tuesday is always a favourite for the DOSCG children as they enjoy the taste of squirty cream and strawberry sauce on their pancakes!



DOSCG recently said goodbye to Mikaela

Mikaela's dad Tichawona, was happy for us to share their experiences at DOSCG.

"I would like to thank the DOSCG staff for your unwavering care and love towards our daughter.

You made her feel safe and happy every day.

Thank you for creating a welcoming environment where our child feels comfortable making friends and socialising.

Your caring nature is truly remarkable. We appreciate you."



Dalmuir Out of School



Care Group

OPEN DAY

Thursday 16 May 2024 at 10:30am -1:00pm
Wednesday 22 May 2024 at 6:00pm – 8:00pm

We are situated on the 1st floor of: -
Dalmuir Community Centre, Duntocher Road, Clydebank G81 4RQ

Come along and have a look for yourself at our fantastic service!

- We will take you on a wee tour around our 3 playrooms
- Issue you with our Parents Charter
- Discuss fees
- Introduce the staff team
- Answer any questions you may have



Enjoy a wee cuppa/coffee and a chance to relax in our friendly environment.

On arrival please call the number opposite and a member of staff will come to reception and bring you to the first floor

If you want to make an appointment please contact:

Elaine Kelly Project Co-Ordinator

Telephone Direct Number: 0141-951-4499 or E-mail: doscg@dpha.org.uk

You do not need to make an appointment, you can just pop in.

2024 PLAYScheme DATES

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



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WHAT'S HAPPENING IN

Dalmuir Christmas Bash!

This years Christmas Bash was held at Radnor Park Bowling Club and the feedback from tenants was that they had excellent time! Big thank you to the Radnor Park Bowling Club and Colin McNally for providing the entertainment, Eric for driving the mini bus and the staff who helped make the day a success, especially the elf! Thanks to everyone's generosity we raised £270 at our tambola stall and the money raised was for the Sheltered Housing Tenants funds.

Both complexes held their own christmas party, having a free game of bingo food and a good old get together, and a guest appearance from Santa, and his little helpers.



We held a successful Burns event at Shaftesbury Street!

Some hae meat and canna eat, And some wad eat that want it, But we hae meat and we can eat, And sae the lord be thankit.



Valentines Lunch

Valentines Day lunches were enjoyed by all those who attended the Valentine's decorations and lunch went down well with tenants feeling the love!



Forthcoming events in your Common Room

Easter Buffet Lunch (Bingo, Prize for Best Bonnet) Tuesday 26 March 2024

Special Birthday!!!

Many happy returns to Mr. William McFarlane who celebrated reaching a great milestone of 90 years old in December.



SHELTERED HOUSING?

Sheltered Tenant Meetings schedule 2024

Shaftesbury Street Sheltered Tenants Meetings Schedule 2024

Wednesday 22 May 2024

Your common room tea/coffee provided
2pm-3pm

Tuesday 9 July 2024

Your common room after lunch club
1pm-2pm

Friday 13 September 2024

Your common room tea/coffee provided
11am-12 noon

Tuesday 26 November 2024

Your common room after lunch club
1pm-2pm

Nairn Street Sheltered Tenants Meetings Schedule 2024

Wednesday 22 May 2024

Your common room after lunch club
1pm-2pm

Thursday 11 July 2024

Your common room tea/coffee provided
11am-12 noon

Monday 16 September 2024

Your common room tea/coffee provided
2pm-3pm

Thursday 28 November 2024

Your common room tea/coffee provided
11am-12 noon



SP Energy Networks workshops

Jack Sinclair from SP Energy Networks visited both our sheltered complexes to discuss and support sheltered tenants to register.

What is SP Energy Networks - the people that keep the lights on



SP Energy Networks are responsible for the electricity network that serves Central and Southern Scotland, Cheshire, Merseyside, North Shropshire and North Wales. SP Energy Networks is the company you call in the event of a power cut, no matter who you pay your bill to.

What you can expect being on this register- To make sure that you are given extra help during a power cut.



What you can expect from SP Energy Network

- **Contact-** Advise what is happening if there is a power cut.
- **Update-** you regularly with accurate information.
- **Alternatively contact-** any family members or friends to make them aware you are experiencing a power cut.

Welfare - During extended incidents, arrangements will be made to provide hot food and drinks, and where necessary provide hotel accommodation.

For further information, if you are 60 and over earn less than £31,000 a year you meet the criteria to register, so please call **0330 101 0154**.



Making a payment



Direct Debit

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



By Cheque

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



Telephone

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



AllPay

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



Internet

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



AllPay App

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

Dalmuir Park Housing Association

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Registered Housing Association Number: HAL 98

Charity Registration Number: SC033471

FCA Reference Number: 1917 R S

Property Factor Number: PF000397

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IN PEOPLE**

