

# HOUSING

# news

THE QUARTERLY  
NEWSLETTER  
FOR TENANTS  
OF WEST  
DUNBARTONSHIRE

Family Fun Day

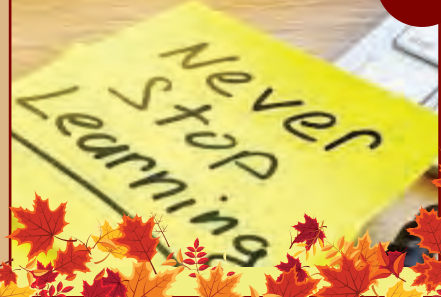
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Friends looking for more volunteers

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AUTUMN 2023

## SERVICE IMPROVEMENTS THANKS TO TENANT PARTNERSHIP WORKING

A number of key housing service improvements have been achieved this year thanks to an ongoing partnership between the Council and its tenants.

The Involving You strategy, which was created to ensure tenant involvement was meaningful and continued to develop, has led to a number of initiatives being introduced in partnership with tenants over the past year.

Work has included continued monitoring of repairs call handling to ensure a reduction in waiting times so tenants can report issues more easily; the introduction of USB sockets as part of the re-let standard, in renewed kitchens or when tenants request them, in order to reduce fire risk; the introduction of text alerts to affected tenants when lifts require a repair and when they become operational again; and increased foot patrols and CCTV monitoring from the Neighbourhood Team at multi-storeys in response to increased vandalism.

Housing services work closely with West Dunbartonshire Tenants & Resident Organisation (WDTRO) and meets with them every two months to discuss housing performance as well as progress on new development plans.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: "Involving tenants in shaping and improving housing services is vital and a range of opportunities to get involved is provided from consultations to joining local Tenant & Resident Associations to following the Tenant Participation Facebook page."

"The WDTRO have raised a number of issues over the last year which has resulted in improvements that all tenants can benefit from.

"I'd like to thank them for their honest feedback and for using their voice to highlight the needs of all tenants."

**"Involving tenants in shaping and improving housing services is vital"**

The full Tenant Participation performance report can be found on the Council's website:  
<https://www.west-dunbarton.gov.uk/media/e4kfq1fi/tp-performance-report-2022-23-final.docx>

If you would like a paper copy of the report or want to get more involved please contact Jane Mack on 07983542993 or email [jane.mack@west-dunbarton.gov.uk](mailto:jane.mack@west-dunbarton.gov.uk)

## New Craft & Greenspace Apprentices

West Dunbartonshire Council's newest apprentices joined the team last month.

The 15 new recruits attended at the Council offices at Church Street for an induction before they were set to work or training in their various roles.

The majority of the group – a total of 12 apprentices – are taking on roles within Building Services. The remaining three will be working across Greenspace.

The apprentices will work towards gaining recognised trades including joinery, electrical, plumbing, plastering and painting over the next 4 years.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: "I'd like to extend a warm welcome to every one of our new apprentices.

"The Council has invested in these people as part of our commitment to building a strong local economy, while improving job opportunities for local people.

"This is a great opportunity for these young people to gain valuable work experience while achieving qualifications and a salary so I hope they enjoy every minute."

PICTURED BELOW:  
The new apprentices at Church Street



# “You said...We did...” using feedback to improve services

**T**enant feedback received through surveys and other interactions has been instrumental in making service delivery improvements.

All contact from tenants is noted, including positive experiences and times where there is room for improvement, to ensure the service can continually adapt and deliver the highest standard of service possible.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: “These changes have come about because we have listened to the feedback from tenants which has been received by us in a number of ways, whether it’s comments following a repair, or a call to the contact centre or even a chat with myself or a fellow elected member.

“We all want to make sure we are delivering the best service we can and that’s why feedback from tenants is acted upon as far as possible.”

As a result of feedback, the following actions were taken:

You said...	We did/we will...
You said it was taking too long to get through to repairs contact centre.	Increased staff numbers within the Repairs Centre making it easier to get through and reduced wait times
You said you were not always being given the correct information from staff when making contact with Building Services.	We have carried out additional training sessions with support teams as well as providing guidance documents and worked with service areas to improve the customer service experience.
You said we should develop further the text and email confirmations and reminders about repair appointments.	We have worked to increase the number of texts sent in relation to reported repairs and appointment reminders. This will soon extend to texts being sent when a repairs is cancelled.
You said it was difficult to contact your Housing Officer.	We have improved the phone system that was in place by reducing the number of contact numbers to just one and in addition to being able to contact a housing officer and make enquiries about housing applications, tenants now also have the option of reporting a repair.
You said some of the information on our website was out of date.	We have updated our website with details of our new phone system and how to contact your housing officer. We now continually work through our website to improve the information provided to our customers.
You said there was nowhere to hand in your keys when ending your tenancy	We have introduced a process where keys can now be handed into Church Street in Dumbarton, to your housing officer or at key drop boxes at Overburn Avenue in Dumbarton and Cchno Street in Cydebank.
You asked us to consider installing air source heat pump systems.	We now have a pilot decarbonisation project which includes an air source heat pump and are currently monitoring the feasibility of these being used more widely.

## Scottish Social Housing Charter update

**An action plan to drive continued improvement in the Council’s Housing service has been created.**

The plan comes following a review of performance against the indicators set out in the Scottish Social Housing Charter.

The report highlights a number of positive improvements across housing services, for 2022/23 including the average length of time to complete an emergency repair; the percentage of repairs appointment kept, and the percentage amount of rent collected.

Of the key indicators set out in the report, 63% of these are either meeting or almost achieving target.


A comprehensive assessment of performance against the outcomes has informed an action plan, which will drive improvements across all areas of the housing service.

The plan will be implemented with the objective of continuing to improve services for tenants.

An Annual Charter Tenants Report will also be published online in October with a summary sent to every tenant with the next edition of Housing News.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: “I am encouraged to see some positive improvements, and I hope tenants are reassured that we are committed to taking action in other areas where we can perform better and have already planned for how we can achieve this.”

The Scottish Social Housing Charter came into force in April 2012 and aims to help improve the quality and value of the services that social landlords provide by stating clearly what tenants and other customers can expect from social landlords and helping them to hold landlords to account; and focusing the efforts of social landlords on achieving outcomes that matter to their tenants.



### ELECTRICAL TESTING – YOUR ASSISTANCE REQUIRED

**Tenants are being reminded to give access to their homes to allow mandatory electrical testing to be undertaken.**

Electrical testing is essential to ensure tenant safety and must be carried out in every Council property every five years.

The Council’s nominated contractor - Alger Electrics - will contact tenants directly to arrange an appointment to carry out this work.

If a tenant fails to give reasonable access to their home to allow these checks to be completed they are putting themselves, their families and their neighbours in danger.

The electrical testing is a statutory requirement and providing access is a condition of tenancy. If access is not granted, the Council has the right to take enforcement action, including potential forced entry with all costs associated charged to the tenant. (circa £250).

**If you have received a letter or text about electrical testing, please phone 01389 767129 or email [algerelec@gmail.com](mailto:algerelec@gmail.com) to make a suitable appointment.**

## PROGRESS TO TACKLE DAMP AND MOULD

**Work to implement innovative solutions to eradicate damp and mould in Council homes is progressing.**

Earlier this year, it was agreed that use of environmental sensors would help identify and prevent dampness or mould more efficiently.

The devices are initially being fitted in sheltered housing, multi storey flats and

priority properties which have existing damp or mould.

The £10million project is being rolled out to all Council properties over the next five years, and this is expected to begin early next year.

It is anticipated that all Council homes will have the technology fitted by the end of March 2028.



## Conveners' Column

### Listening to our Tenants

**I pride myself in being a good listener and since I've been elected as a Councillor, it's a skill I utilise on a daily basis.**

That's why I am delighted to see news of the service improvements which have been made across Housing as a result of listening to tenants' voices.

The Involving You partnership allows the Council to have meaningful conversations about tenant priorities, and take action.

You'll see a number of articles in this edition which show the importance of working together to enhance our service, and I hope this reassures you that we are all working towards the same goal.

I'd also like to say that it is not too late to get involved, so if you are reading this and thinking you have some good ideas, please do get in touch – with me, with your housing officer or using the contact details included throughout Housing News.

It's great that our tenants have also been involved in shaping the way an additional £30million worth of investment in Council homes over the next five years.

The additional funding has been generated by your rent and so it's important that your priorities are addressed by it.

As well as the capital programme work like insulation and window replacements, you told us that increased safety and security was important, and that funding will now be used to introduce additional CCTV in our multi-storey blocks, including in stairwells (page 6).

I'm really proud of our new agreement which will see the Council partner with Veterans Housing Scotland to provide two homes for former armed forces personnel (Page 4).

Returning to the community after service can be an extremely difficult time for veterans, and this will help ensure they do not encounter homelessness by offering two homes as well as tailored support.

I wish you all well over the coming months and if you need assistance with anything, please don't hesitate to get in touch.

“...An additional £30million worth of investment in Council homes over the next five years.”

# New housing developments proposed for Clydebank

**Two planning applications with a proposed 21 new homes for Clydebank have been submitted.**

An application for 19 homes on the site of the former Mount Pleasant Care Home in Old Kilpatrick will be considered.

Plans for the one and two bedroom homes show the project designed around a community garden, with the development expected to include a mix of cottage flats, terraced bungalows and flats with balconies and lift access.

Another smaller development in Gilmour Avenue, Clydebank, is seeking approval for two semi-detached three-bedroom homes.

Trialling a new form of construction, the proposal outlines plans for the two homes to be purpose-built off-site until they are 90% complete, before being transported fully fitted with kitchens, bathrooms, plumbing and electrics.

Peter Barry, Chief Officer of Housing and Employability, said: “We are always looking for ways to improve our housing developments and trialling this new way of approaching construction of homes will help us ascertain whether it can help us shorten build times, improve quality and reduce waste.

“I am delighted to move these two developments forward to planning stages.



“If approved, we hope the homes at Mount Pleasant will appeal to older members of our community, perhaps those who are looking to downsize from larger family homes to energy efficient, level access properties which benefit from a central setting.”

Both developments are expected to be considered at a future meeting of the Council's Planning Committee.

## FAMILY FUN DAY ORGANISED FOR THE COMMUNITY BY THE COMMUNITY

**Tenants and residents from Tullichewan and Central Alexandria came together to celebrate their communities recently during a family fun day.**

The event, which took place on Saturday 19 August in Lomond Parish Church, was organised by the TRAs for both areas.

As well as crafts and stalls, visitors enjoyed games, a tombola, face painting and snacks and drinks.

The free event was well attended by the local community, with more than 80 people enjoying the afternoon.

The event was formally opened by Provost Douglas McAllister and Vice Convener of Housing and Communities, Councillor Hazel Sorrell also attended

Harry McCormack, from Tullichewan TRA said; “The event was a great success and it was so good to see a positive community event. It takes a lot of organising and our committees pulled out all the stops to make sure we had a range of activities to attract as many people as possible and make it a fun day.”

Angela Plews of Central Alexandria TRA added: “Tenant groups can make such a positive impact in their areas and we really wanted to provide a great day for people and hopefully also encourage more people to come along to our Associations so we can carry on doing great things.”



L-R is Councillor Hazel Sorrell, Angela Plews, Harry McCormack, Provost Douglas McAllister and Tilda McCrimmon

To contact Tullichewan TRA e-mail: [harry\\_mccormack.tullichewantra@yahoo.co.uk](mailto:harry_mccormack.tullichewantra@yahoo.co.uk) or phone 01389 605364 and leave a message

To contact Central Alexandria TRA email [centralalexandriatra@gmail.com](mailto:centralalexandriatra@gmail.com) or message them on Facebook.

## FRIENDS OF LEVENGROVE PARK LOOKING FOR MORE VOLUNTEERS



Friends of Levensgrove Park are a group of volunteers who work to make Levensgrove Park a great place to visit.

Volunteers can get involved in park walks, orchard maintenance, soft fruit beds, bulb planting, bird-watching, an art group and organising park gala days.

The group were recently awarded SHINE funding from West Dunbartonshire Council and provided free family fun days in the park over the summer holidays.

Their next exciting project will see volunteers using electric trishaws to take elderly or infirm people around the park so they can enjoy it too.

**The group are always looking for new members to keep their work going. They meet on the last Thursday of each month at 6pm in the Pavilion or get in touch via Facebook or email [friendsoflevensgrovesecretary@gmail.com](mailto:friendsoflevensgrovesecretary@gmail.com).**



## NEW AGREEMENT TO HELP VETERANS

**W**est Dunbartonshire Council has enhanced its support for veterans by designating two properties and associated support specifically for allocation to those who have served.

A nomination agreement with Veterans Housing Scotland will mean the homes will be available each year, with the veteran placed in them also offered tailored support from both the charity and the Council.

The charity currently has 650 homes to offer veterans across the country, including eight in West Dunbartonshire.

The partnership with the Council will strengthen the support available in West Dunbartonshire, raising awareness of the challenges faced as a result of service and helping reduce the number of veterans who are facing homelessness.

Veterans Housing Scotland is working with local authorities to find homes for more of the veterans they support.

Many experience mental or physical challenges following time in the armed forces, and are therefore at a greater risk of experiencing homelessness.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities said: *"I welcome this new partnership which will strengthen the support the Council already provides for veterans. The experiences many veterans face while serving mean it can be really difficult for them after they return to society. Even sustaining a tenancy can be a struggle and that is why it is important that as well as the provision of a safe and secure home, we also offer specialised support to ensure they can thrive and avoid becoming homeless."*

The location of the two homes to be added to Veterans Housing Scotland's roster will be identified by the Council and the charity.

Thereafter these properties will be advertised on the Veterans Housing Scotland website, through which veterans can apply.

## 26 new houses at Pappert, Bonhill

A planning application has been submitted for 26 units of affordable housing on the site behind the grass football pitch, at Pappert Bonhill. This area has been undeveloped since the demolition of previous flats.

There will be a range of house types and sizes including: one and two bedroom cottage flats and 3-4 bedroom terraced and semi-detached family homes.

All of the homes will be energy efficient and as the use of gas is no longer permitted in new build homes, heat and hot water will be provided by an air source heat pump and solar panels.

Six of the homes will be Passivhaus certified, which means that due to the fabric of the houses, they will demand little energy.

If planning permission is granted in Autumn 2023, start on the site is expected in early winter 2023. Prior to the completion of the housing there will be upgrades to the adjacent football pitch and play area.

**If you would like further information please email**

**[HousingDevelopment@west-dunbarton.gov.uk](mailto:HousingDevelopment@west-dunbarton.gov.uk)**



## Share your views on Anti-Social Behaviour

Tenants are being encouraged to take part in an anti-social behaviour consultation when it launches in October.

The consultation is being undertaken to gather the views of communities and ensure a clear understanding on priorities before a renewed Anti-Social Behaviour Strategy is developed.

The new strategy will set out how the Council will work with Police Scotland and other partners to address anti-social behaviour in West Dunbartonshire.

The consultation will open on Monday 2 October and run for seven weeks, closing on Monday 27 November.

To access the consultation, please visit <https://arcg.is/1m0quD1> between the dates above or scan the QR code.



## Home at the Heart successes as programme enters year five

The Council's approach to further reduce homelessness in the area had a number of successes during its fourth year.

The Home at the Heart rapid rehousing initiative, which has now entered its 5th year, ensures homeless people are fast tracked into settled accommodation as quickly as possible.

A key achievement during 2022/23 included preventing homelessness in 72% of cases – an increase of 20% from 2019/20.

In addition, 15 tenancies were created through Housing First and in the coming year, this service will continue to expand to meet demand.

Further work will be done to reduce temporary accommodation times, maximising opportunities to ensure permanent accommodation to these households..

“ we continue to do well in preventing homelessness.”

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: “The demand for our services is extremely high and the achievements from year four of the Rapid Rehousing Transition Plan must be considered in that context.

“It is pleasing to see that we continue to do well in preventing homelessness, as well as focusing on Housing First which offers housing alongside wraparound support to West Dunbartonshire's most vulnerable people.

“We are committed to achieving positive outcomes for all, and this work is continuing in year five of the plan.”



## Drop in with Communities Team

Tenants are always encouraged to get involved in making improvements in their communities.

If you have an idea for your community, or want to suggest a change that might benefit the whole area, come and have a chat to the Communities Team.

The experienced team can provide guidance and assistance with your idea, as well as help you access funding to get it off the ground.

The team host regular surgeries at the locations below so drop in and pay them a visit.

- Centre 81, Whitecreek** – first Wednesday of the month – 11am - 1.30pm
- The Phoenix, Castlehill** – last Thursday of the month – 11.30am - 2pm
- Dalmuir Barclay Church** – last Wed of the month – 11am - 2pm
- CATRA, Central Alexandria Tenants & Residents Association** - 5 Alexander Street, Alexandria – third Wednesday of the month – 1pm – 3pm

## Could your neighbourhood benefit from a Community Soup?

Tenants are being encouraged to host a Community Soup event to bring the community together while supporting local organisations.

The events allow people to pay what they can to

attend and in return they receive a bowl of soup while they listen to funding pitches from local organisations.

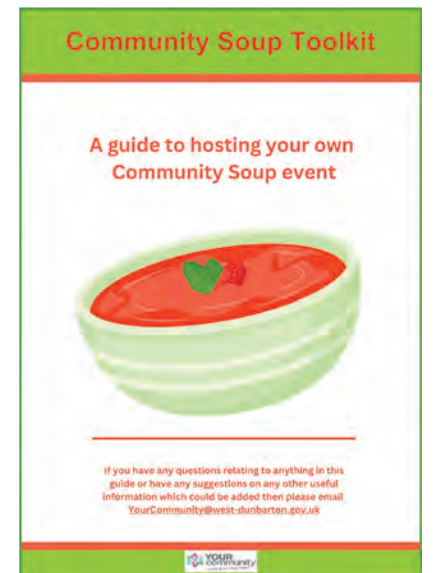
At the end of the event, each attendee gets to vote for their most-deserving pitch.

The winner receives funding of £500, with all donations raised at the front door given to a runner up.

The Communities Team have hosted four Soups since last April in Dumbarton, Dalmuir & Mountblow, and a Youth Community Soup in the Vale of Leven.

Hosting an event is now even easier thanks to a new guide which outlines how to organise and put on a Community Soup.

**To request a copy of the guide or ask any questions, please email [YourCommunity@west-dunbarton.gov.uk](mailto:YourCommunity@west-dunbarton.gov.uk)**



## Tenant's voice with Frances McGonagle



## Tenants together have a stronger voice

A number of WDTRO members were involved in recent discussions with Housing Services about tenant priorities for how the additional money for the capital programme should be spent.

Energy efficiency is a key priority – to make buildings more energy efficient yes but also more importantly to make it easier and cheaper for tenants to heat their homes. The council has programmes in place for these improvements and they will be boosted over the next 5 years. An area that tenants involved in the discussions raised was about CCTV and improving security

particularly in the high flats – many blocks don't have CCTV and those that do, need their systems upgraded - £750k is now going to be invested in CCTV. These meetings were good and we felt that Housing services were listening to us which was reassuring and it will be good to see these improvements happening as soon as possible.

The annual rent setting will be happening soon so it's important that tenants' views are at the heart of that and our rent money is well spent. Please make sure you have your say.

Contact the WDTRO by email at [harrymccormack.wdtro@gmail.com](mailto:harrymccormack.wdtro@gmail.com) or through Facebook

# ADDITIONAL INVESTMENT IN COUNCIL HOMES

**A** revised spending programme to deliver an additional £30million of investment in Council homes over the next five years will focus on significant improvements to homes as well as increased safety and security measures.

Following a decision in March to implement a five per cent rent increase, additional capital expenditure was generated for the next 5 year period.

As such an Enhanced Housing Capital Investment Programme worth £30million is being introduced in support of the existing capital programme.

Over the course of three meetings, tenant representatives were asked for their views and defined their priorities as increasing capacity on existing programmes, such as external wall insulations, shower installations and window, kitchen and bathroom replacements, while also introducing high quality CCTV in all multi storey blocks.

Following approval of the Enhanced Housing Capital Investment Programme at the Housing and Communities committee last month, work will now begin on implementing the works.

Over the next five years, it is estimated a total of 4,612

improvements will be made to Council properties, including external wall insulation in 727 homes; 1145 Heating Systems replaced; 832 window replacements, 828 kitchen replacements; 590 bathroom replacements and 490 shower installations.

A sum of £750,000 will be spent to enhance CCTV coverage across multi storey estates as well as the provision of cameras in stairwell areas which previously had no coverage.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: "It is great to see this Enhanced Housing Capital Investment Plan in place, and how the allocated funding will support and increase the amount of improvements we can make to our housing stock.

"Tenant representatives were clear about what they saw as priorities during meetings this year, and their input has heavily influenced this programme of work.

"Enhanced CCTV is vital and will improve safety and security for a large number of tenants."

An additional £50million of capital expenditure was generated by the increased rent, with £10million set aside for tackling damp and mould, and another £10million focused on expanding the Council's buyback scheme.

## ON THE SPOT



**Craig Wilson,**  
Maintenance Manager

**What three words best describe you?**

Focused and driven with a much needed sense of humour!

**How long have you worked for the Council?**

1 year, 3 weeks, 2 days, 4 hours and counting...

**Where did you work before West Dunbartonshire?**

Turner Services, project managing a Social Housing Contract doing reactive maintenance, voids and planned works.

**What's your favourite part of your job?**

I enjoy the variety of the job and working within a busy environment which is most rewarding when we are working together to continually improve the service we provide.

**What's the funniest moment you've had at work?**

Locked in a void house – before the days of mobile phones!

**If you could do any other job for a day what would it be?**

Racing car driver.

**How do you like to unwind after a hard day's work?**

I do weight training most nights after work, I teach and play the piano and I enjoy cycling at the weekends.

**If you could create an invention to make your job easier what would it be?**

A 'smart' house that reports its own repairs.

**What's the best piece of advice you have ever been given?**

Work hard and be good at what you do.

## Calling all adult learners

**A range of new and exciting courses are now on offer to adults across West Dunbartonshire.**

The Working 4U adult learning team provide free part time courses which offer the opportunity to learn new skills, improve confidence and gain qualifications.

The new courses on offer are:-

Figuring out – gain skills and confidence in working with numbers

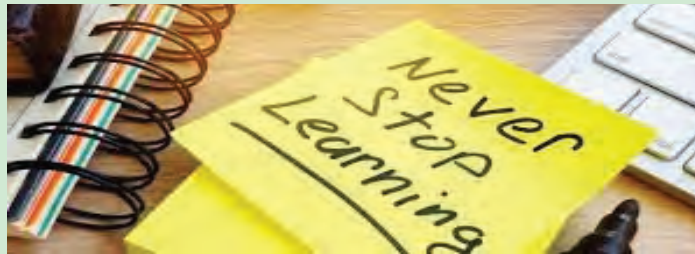
Time out Thursday – Gives you a safe space to develop a support network and speak about mental health issues.

Literacy – support with reading, writing and computing

ESOL – English for Speakers of Other Languages

A wide variety of courses are also run in partnership with West College Scotland.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: "The variety of courses on offer is fantastic and shows our firm



commitment to enabling confidence and developing skills. It's never too late to get started, so if you want to learn something new but don't know where to start, reach out to the team, who have the experience and knowledge to help you."

The classes are delivered in local schools, Community Centres and libraries, so that they are easily accessible and take approximately 2.5 hours a week.

**Details of classes starting will be available on WDC website, or by calling 01389 738775 or email [cld@west-dunbarton.gov.uk](mailto:cld@west-dunbarton.gov.uk) for more information.**

## Online self-service portal puts tenants in control

**Council tenants are being urged to sign up to an online system that makes it easier to access and update information.**

The MyAccount self-service portal allows tenants to check the status of their tenancy, log repairs, make rent payments and access general information about their property.

The portal provides an additional route of engaging with the Council alongside other methods already in place.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: "The self-service portal means tenants are able to log in quickly at a time and place that suits them, and have all the information they need at their fingertips.

"We hope this will improve tenants' experience and our phone line will still be available for those who prefer to contact us that way."

Work is ongoing on a second phase of the portal, which will see its capabilities extended so tenants can request changes to their tenancy and view and manage housing applications through simple online forms.

**To sign up to use and access the portal, please visit <https://my.west-dunbarton.gov.uk/> and register using your rent reference number (for example 4000123234)**

# HOUSINGnews

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**know your  
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## Help to Downsize



Households who are under occupying large properties will receive increased points if they join the Council's transfer list.

The increase has been introduced as an incentive to anyone thinking of downsizing, which would free up larger properties for families on the housing list.

Others incentives include providing assistance to move, or decoration packages, which aim to remove barriers that existing tenants may be facing.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: "We really require additional larger homes to meet the requirements of many bigger families currently on our waiting lists, and we know one way of achieving this is to make downsizing a smooth process. If any tenant is living in a property that is too large, but they feel it would be too much of an upheaval to move, please be reassured that we will do everything we can to make it easier for you."

Any tenant who would consider downsizing should contact their Housing Officer to discuss.

**To contact your Housing Officer phone 01389 737661 or email [estate.management@west-dunbarton.gov.uk](mailto:estate.management@west-dunbarton.gov.uk)**

## EMPTY HOMES UPDATE

Progress is being made on the re-letting of empty council houses as work to overcome challenges presented during and after the pandemic continues.

The effect of the global lockdown in 2020 – when there were many types and levels of work could not be undertaken for a significant period – led to exceptionally high numbers of properties awaiting refurbishment or repair before they could be re-let.

As such, an improvement plan was put in place to ensure the process was as efficient as it could be to address the backlog.

During the period from August 2022 until July 2023, a total of 762 empty properties were received and referred to Building Services for repair.

The current position (as reported at 7 August 2023) is that 187 properties require repairs or upgrades before they can be let.

This includes 136 operational properties and 51 empty properties which require major works. A total of 40 properties are currently ready to be let by housing services following completion of repair.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: "It is great to see this significant progress being made with void properties. What isn't demonstrated by the figures alone is that regardless of how quickly the teams work, the number will rise as any new void repairs are reported.

"I hope tenants are reassured to see this work continuing to progress. It is a key priority for us to ensure the numbers of empty properties are minimised given the significant impact on the housing options for tenants and families."

The total number of empty Council homes reached its peak of 425 in November 2022. The pre-covid numbers were below 150 at any given time.

## USEFUL PHONE NUMBERS

**West Dunbartonshire Council Contact Centre** can be reached on **01389 738282** and is open: Monday to Thursday, 9am - 4.30pm, Friday 9am to 3.30pm.

The contact centre can direct your call on any housing matter. There is a lot of useful information on our website which is updated regularly. Please visit: [www.west-dunbarton.gov.uk](http://www.west-dunbarton.gov.uk)

**Repairs**

Call us on Freephone **0800 073 8708** during office hours 8.30am - to 4.30pm Monday to Thursday and 8.30am to 4pm on a Friday.

Alternatively, you can email the repairs service on: [housing.repairs@west-dunbarton.gov.uk](mailto:housing.repairs@west-dunbarton.gov.uk) or visit the website: [www.west-dunbarton.gov.uk/housing/maintenance-repairs](http://www.west-dunbarton.gov.uk/housing/maintenance-repairs).

Outwith these hours or to report an emergency repair call **0800 197 1004**

**Gas Heating Repairs**  
(City Technical)**0333 202 0708****General**

Council Tax	<b>01389 737444</b>
Special (bulky) uplifts -	<b>01389 738282</b>
Grass cutting	<b>01389 608412</b>
Litter Hotline	<b>01389 772059</b>
Environmental Health	<b>01389 738290</b>
Pest Control	<b>01389 738282</b>
Waste Aware	<b>0845 111 0050</b>
Trading Standards	<b>01389 738519</b>
Caretaking Service	<b>01389 738282</b>
Dog Warden	<b>0141 951 7957</b>
Home Content Insurance	<b>01389 737867</b>

**Housing Allocation Enquiries****01389 738548****Anti Social Behaviour (inc. dog fouling)**

All anti social behaviour incidents can be reported on **01389 772048** 8:30am - 2am Monday - Friday and 3pm - 2am Saturday - Sunday

**Fraud Investigation Team****01389 738217**

Covers tenancy, procurement, Council Tax, social care, employee and Blue Badge fraud

**Help with Homelessness**

Homeless Emergency (24 hour freephone) **0800 197 1004**

**Homeless & Housing Options Hub**

Clydebank **01389 776400**  
Dumbarton **01389 776400**  
Alexandria **01389 776400**  
Open 9am to 4.30pm, Monday to Friday

**Home from Home (furniture re-use centre)****01389 733733****Social Work****Adults and older people**

Clydebank **01389 811760**  
Dumbarton **01389 776499**  
Children & families (all areas) **0141 562 8800**

**Women's Aid**

Dumbarton/Alexandria **01389 751036**  
Clydebank **0141 952 8118**  
Relationship Scotland **0141 248 5249**

**Working4U**

Benefits and money advice, employability and learning **01389 738282**

**General Numbers for Advice and Assistance**

MY BUS (bookable bus service for elderly and disabled) **0141 333 3252**

Citizens Advice Bureau **0800 484 0136**  
**01389 744690**

Police non emergency **101**  
In an emergency dial **999**

Crimestoppers (freephone) **0800 555 111**



# West Dunbartonshire Wellbeing

[www.wdwellbeing.info](http://www.wdwellbeing.info)

For children, young people and families to help support mental health and wellbeing

**QUIZ WINNER**

**Congratulations to our Quiz Winner Catherine Bauld, of North Drumry.**

**She said: "I always read Housing News, as it is really interesting. I've never entered the quiz before so it was a lovely surprise to win." Catherine received a £25 shopping voucher as her prize.**

**WAYS TO PAY YOUR RENT****Through your bank...**

This is our preferred method for you to pay your rent. It's easy for you to set up a Direct Debit or Standing Order, offering you peace of mind and convenience. You can access the forms online to set up these payments with your bank.

**At any PayPoint outlet...**

There are 85 PayPoint outlets within West Dunbartonshire. Find out your nearest PayPoint by visiting: [www.paypoint.com/en-gb/consumers/store-locator](http://www.paypoint.com/en-gb/consumers/store-locator) Payments can be made by cash and debit card.

**By telephone or internet...**

You can use your debit or credit card to make payment by:

- visiting our website [www.west-dunbarton.gov.uk](http://www.west-dunbarton.gov.uk) and clicking on the 'Pay It' button to go to the payments page
- using our 24hr automatic telephone payment service on **0161 622 6948**
- calling our Contact Centre on **01389 738282**

**At the Post Office...**

By swiping your rent card at any Post Office, you can pay by cash or debit card.

**Other formats**

This document can be viewed as a PDF on our website: <http://www.west-dunbarton.gov.uk/housing/housing-news/> It can also be provided in large print, Braille or on audio cassette and can be translated into different community languages. Please contact: Corporate Communications, Council Offices, 16 Church Street, Dumbarton, G82 1QL. Tel: 01389 737000

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

هذه الوثيقة متاحة أيضا بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة سمعية عند الطلب.

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formacie audio.

**Try our quiz!**

For your chance to win a £25 shopping voucher email completed entries with your name, address and contact number by **16th Oct 2023 to: [housingnews@west-dunbarton.gov.uk](mailto:housingnews@west-dunbarton.gov.uk)** Alternatively, you can phone or text your answers to **07983 542993**.

**WIN!**  
**£25**  
**SHOPPING VOUCHER**

- How many new apprentices started in building services recently?**
  - 2
  - 4
  - 12
- The online self-service portal for tenants allows them to...?**
  - Make rent payments
  - log repairs
  - check the status of their tenancy
  - all of the above
- Friends of Levensgrove Park will be offering rides around the park on what method of transport?**
  - scooter
  - trishaw
  - skateboard

HOUSINGnews

Don't miss the next edition of Housing News due out in winter 2023

