

# HOUSING



THE QUARTERLY NEWSLETTER FOR TENANTS OF WEST DUNBARTONSHIRE

# NEWS

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WINTER 2023

## HAVE YOUR SAY ON RENT SETTING FOR 2024/2025

**T**enants are being encouraged to have their say on the amount of rent they pay in the annual rent setting consultation.

The continuing focus for the Council is to keep the rent rise to a minimum while continuing to provide improvements in line with tenants' priorities.

Different options for rental increases are outlined in the consultation – which is open until January 10 2024 – and are the result of increased costs the Council is facing due to increased inflation.

In order to offset the challenging economic situation, officers continue to develop more efficient ways of working and have made a number of savings.

This includes efficiencies within void processes to reduce re-let times and in turn reduce rent loss, as well as work to reduce the cost of repairs and the amalgamation of tenant support services to increase efficiency.

Budgets have also been reviewed to prioritise spending where it is most needed.

The consultation offers two different options on proposed rent increases.

The first option is a 6.7% increase, which equates to an average weekly increase of £5.94, and will see all current tenant services maintained, delivery of agreed capital programme of housing investment, continuation of new build housing programme, a £200,000 Tenant Priority Budget for tenant-led improvements and a Tenant Support Fund of £150,000.

The second option is for a 7.2% increase, which equates to an average weekly increase of £6.38, under which tenants would see all the benefits of option one, with an increased Tenant Support Fund of £400,000.

Before a final decision is made, tenants can have their say on which option is best for them.

### OPTION 1



£5.94 average weekly increase

- All current tenant services maintained
- Delivery of agreed capital programme
- Continuation of new build housing
- £200,000 Tenant Priority Budget for tenant-led improvements
- Tenant Support Fund of £150,000.

### OPTION 2



£6.38 average weekly increase

- All current tenant services maintained
- Delivery of agreed capital programme
- Continuation of new build housing
- £400,000 Tenant Priority Budget for tenant-led improvements
- Tenant Support Fund of £400,000.

## Five Year Affordable Housing Plan for West Dunbartonshire

More than 800 additional properties will be made available throughout West Dunbartonshire as part of a new affordable housing plan for the coming five years.

The Strategic Housing Investment Plan 2024-2029 (SHIP) details the projects, both Council and housing association, likely to receive Scottish Government grant funding.

Despite economic uncertainty, the SHIP will deliver an ambitious programme of new build homes across West Dunbartonshire.

The ambitious plan sets out the aim of developing 500 new affordable homes, and buying back 300 properties.

Priority will continue to be given to regeneration areas and all projects will be required to provide at least 10% specialist or fully wheelchair accessible housing.

Both the new build and the buyback programmes will prioritise house types which contribute to identified need including the supply of larger family homes and preventing homelessness.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: "This is an ambitious plan and one which will make a huge difference to West Dunbartonshire. All homes in the programme will meet the Council's innovative Housing Design Standard and the highest levels of energy efficiency will also be encouraged, with an air quality sensor in each home."

The Council is the biggest developer in the programme with around 250 of the new homes being built across locations including Pappert, Mount Pleasant and Willox Park.



Have your say on rent increases

To find out more about the rent consultation and share your views, please visit <https://arcg.is/jXz890> or scan the QR code below.



# Clydebank East Update

**W**ork to deliver a new 88-home Council development in Clydebank is well underway.

The site at the corner of Glasgow Road and Mill Road in Clydebank East will offer a range of different housing types including one-bedroom flats; three bedroom terraced houses; five bedroom detached homes and nine fully wheelchair accessible properties.

Two new streets have been designed within the development and following discussion at a recent Planning committee meeting, these have been named Anchor Wynd and Helm Road.

The development is expected to finish by October next year with the first phase of handover to tenants taking place later that month.

This will coincide with the completion of the new Clyde Bridge which will create a new transport link for vehicles, cycles and pedestrians between Yoker and Renfrew.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: *"It is extremely pleasing to see this development taking shape. We have already shown our firm*



*commitment to providing high quality affordable housing throughout West Dunbartonshire and in addition, this will be our first zero carbon housing development. I'm looking forward to seeing it continue to progress."*

The site was formerly home to 330 properties spread across three multi-storey blocks and four maisonette blocks. The last of the high rise blocks was demolished on 2020.

**If you have any questions on the new housing at Clydebank East please email [morehomes@west-dunbarton.gov.uk](mailto:morehomes@west-dunbarton.gov.uk)**

## 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.**

## 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 listed so drop in and pay them a visit.

If you are unable to attend and wish to discuss any ideas you have for your community please feel free to email :

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

**Alexandria**  
The CATRA building, 5 Alexander Street, Alexandria.  
Every 4th Wednesday between 1pm and 3pm.  
*The next surgery is on 13th December.*

**Clydebank**  
Centre 81, Braes Avenue, Whitecrook.  
On the 1st Wednesday of the month between 11am and 1.30pm and  
**Dalmuir Barclay Church, 20 Durban Ave, Dalmuir.**  
On the last Friday of the month between 11am and 2pm.

**Dumbarton**  
The Concord Centre, St Mary's Way, Dumbarton.  
Every 2nd Wednesday between 10.30am and 1.30pm and on the last Friday of every month between 10.30am and 1.30pm.

## Shower Install Programme

Tenants who do not have a shower in their property could be included in this year's installation programme to have one fitted.

To request that a property is added to the programme, tenants should call **01389 738562**, or **07825 388296** or email [housingcapitalinvestment@west-dunbarton.gov.uk](mailto:housingcapitalinvestment@west-dunbarton.gov.uk) with the word shower alongside the name of the lead tenant, address and contact telephone number in the subject box and we'll advise on your eligibility.



## Festive Waste and Recycling Collections days

Over the festive period there will be a change to your normal waste and recycling collections days.

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 December 2023
Tuesday 2nd January 2024	Sunday 31st December 2023

Normal waste & recycling collection service will resume on Wednesday 3rd January 2024





## Conveners' Column

### BE READY FOR WINTER

Welcome to the Winter edition of Housing News. With winter in sight, this edition has advice and guidance to help our tenants prepare for the colder days. Please take time to read the articles on page four advising tenants to test their heating now and how to avoid burst pipes.

Our tenants are at the heart of everything we do and I am pleased to see the latest Scottish Social Housing Charter Performance Report which highlights our key achievements and areas we are working hard to improve. Your feedback is instrumental in improving services and I thank everyone who took the time to share information and help shape and improve our services.

The Council is the biggest developer of social housing in the area and I am pleased we have plans to build more than 700 new homes over the next five years to contribute to the housing need in West Dunbartonshire.

A key priority is to reduce the number of empty homes in the area and I am pleased to see the reduction reported at the recent Housing and Communities Committee. This reduction not only helps to bring empty homes back into use, it helps to alleviate pressure on waiting lists for Council homes.

As we start thinking about the festive season, please think about families who will struggle financially this year and if possible buy an extra present for the Toy Bank being organised again this year by West Dunbartonshire Community Foodshare. Their continued work to support local families has never been more in need. Residents can also find help and support with the Cost of Living on the Council's website.

Thank you for your continued support and for reading our latest news in this edition of Housing News.

Tenants can get in touch with me or their ward councillors about any concerns they have by using the information on Page 7 of this edition.

“Your feedback is instrumental in improving services and I thank everyone who took the time to share information...”

# New Housing Coordinator cares passionately about social housing

Growing up in social housing in West Dunbartonshire, Housing Operations Area Coordinator, Kevin McCrossan has a unique insight into how to help tenants.

As the new Area Coordinator, Kevin takes great pride in working with tenants to support them to maintain their tenancy and ensure any problems are resolved satisfactory.

And having worked in West Dunbartonshire for 12 years (starting his career as a Housing Advice Officer) he has extensive knowledge of the issues faced by tenants along with the help and support that can be offered by the Council.

“I feel very fortunate to work doing a job I love and enjoy helping those in need. It gives me great job satisfaction to see people given a home and the tools to build a better life for them and their family.”

Kevin said: “Working in social housing has had a huge impact on my life and I thoroughly enjoy my job. My extensive knowledge in housing has led me to have a good understanding of how we can help and support our tenants and having worked in both Clydebank and Alexandria has given me a greater understanding of the areas and the needs of people across the authority.”

“There is never two days the same, each day presents new challenges but it is also very rewarding, particularly when we are able to make a difference to someone's life. This could be allocating a property or being able to make improvements in communities. I grew up in social housing in West Dunbartonshire so I understand and can relate to tenants.”

“There are high demands on the service, mainly with our housing waiting lists. I try to be realistic with people in terms of what properties we are able to match them to. It can be a very frustrating experience for our applicants when waiting to be allocated a property as like other authorities we have a very large waiting list but I like to think I do all I can to make this process easier for those waiting. We are investing in our housing stock with new build developments and buy back schemes which are very positive in tackling housing shortages.”

“I feel very fortunate to work doing a job I love and enjoy helping those in need. It gives me great job satisfaction to see people given a home and the tools to build a better life for them and their family.”



## Support West Dunbartonshire Community Foodshare this Christmas

West Dunbartonshire Community Foodshare is once again running their Christmas Toybank appeal and looking for donations of new toys, gift vouchers, selection boxes and toiletries for children up to 18 years.

The charity is committed to support families who have no other means of providing toys and gifts for their children on Christmas morning.

The charity is also appealing for food donations to continue in the run up to Christmas.

Anyone affected by poverty who has no money or food, can contact West Dunbartonshire Community Foodshare on 01389 764135 or Freephone 0800 345 7050.

Delivery of an emergency food parcel will be made the next working day to your home address.



# Housing services highlighted in Annual Performance Report

**Housing services within West Dunbartonshire are continuing to perform well according to the latest Scottish Social Housing Charter Performance Report.**

The annual report outlines the performance of Housing Services during 2022-2023 and highlights progress made in tackling homelessness, the number of new tenants remaining in their homes for over a year and resolving cases of Anti-Social Behaviour.

Other key achievements include the service being awarded Gold Accreditation for Excellence in Tenant Participation from TPAS Scotland; the introduction of a mobile app pilot for Housing Officers to enable real-time community based working and changes to the Anti-Social Behaviour service making it more proactive and visible.

New key housing policies have been implemented, including the Local Housing Strategy, an updated

Domestic Abuse Policy and launched the updated Housing Allocations Policy.

The Council's ambitious New House Building Programme 'More Homes West Dunbartonshire', has delivered more than 500 new affordable homes, with 29 Council homes and 146 social rented homes at Queens Quay, Clydebank. This additional housing stock makes the Council the leading housing developer in the area with the commitment to invest significant resources in the creation and acquisition of new homes.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: *"This report highlights the great work being delivered for our tenants and key areas we are working hard to improve. Your feedback helps us to develop and maintain our services and helps us work together to ensure tenants live in areas and homes our residents can be proud of."*

Housing Services is working hard to address challenges following the pandemic which are continuing to have an impact on services and to ensure compliance with the Scottish Housing Quality Standard.

A comprehensive assessment of the 2022/23 performance, highlighting key actions has already been carried out and has informed a Charter Improvement Plan.

A summary of the report has been produced and has been included as an insert of this edition of Housing News and the full report is on the Council's website.

<https://www.west-dunbarton.gov.uk/council/our-performance/service-performance/housing-services-performance-information/charter-performance-report/>

## BE READY FOR WINTER AND TEST YOUR STORAGE HEATING AND HOT WATER NOW

**Tenants with electric storage heaters are being urged to test them now to ensure they work ahead of the cold weather.**

Storage heaters have clay bricks inserts which store heat during off peak charging times, usually overnight and then releases the heat during the day when electricity is more expensive.

The input controls allows you to decide how much heat you want to store, low, medium or high, and the output controls decide how quickly the heat is released from the heaters by opening the flap at the top of the heater. On a low setting the heat will be discharged slowly whilst a high setting will discharge heat quickly.

Some tenants may have automatic controls or smart switches allowing heaters to be pre-set to charge and it is important to work out what type of storage heater and what charging tariff to help you prepare for the colder months.

**If you need any energy advice, please contact  
Alasdair Bryson, Energy Advice Officer  
Alasdair.Bryson@west-dunbarton.gov.uk  
or your housing officer.**

## Tenants tips to avoid burst pipes this winter

**Tenants are being urged to follow these simple steps to avoid the risk of burst pipes this winter.**

With temperatures expected to fall over the winter, tenants are advised to keep homes at an average temperature of 18 degrees to avoid burst pipes. Maintaining heating at a consistent comfortable temperature is the most cost effective way to use your heating system and helps reduce the risk of burst pipes, flooding and condensation dampness.

Tenants are encouraged to know where to locate the stop valve within their home which controls the water supply to turn off the water in an emergency. These can be located under the kitchen sink or near the bathroom where the mains water supply enters the property.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: "We understand there is a cost of living crisis and the thought of the extra expense to maintain your central heating could be daunting. However burst pipes can be extremely distressing for tenants and we want to avoid them facing any upheaval as a result of this. I would encourage tenants who may be struggling financially to visit our website where there is help and advice with the cost of living."

### Do the right thing and recycle for West Dunbartonshire

Thanks to West Dunbartonshire tenants and residents, the Council recycles 36.4% of all waste collected.

With your help we could do even more - saving energy, water and landfill space as well as reducing the area's carbon footprint. It's really easy to get into the recycling habit, and over the festive period when there is so much additional waste, it's the perfect time to do the right thing. Festive waste including wrapping paper, Christmas cards, food, packaging and even Christmas trees can all be recycled by putting them into the correct bin as outlined below.



**Christmas cards:**  
Please put these into your blue bin or bag, or use paper banks at our Household Recycling Centres.

**Wrapping paper:**  
Paper that stays crumpled after the scrunch test can be put into your paper and cardboard recycling container.



**Food:**  
Food waste should be put into brown bins for regular collection.  
  
Please remember to use the compostable liners we provide for recycling food waste - these can be ordered on the Council website or requested from your collection crew.



**Glass:**  
West Dunbartonshire has 125 glass recycling points throughout the area for disposing of glass bottles and jars.  
  
To find your nearest recycling point, visit the Council's website.



**Christmas trees:**  
Real Christmas trees can be recycled at our Household Waste Recycling Centres at Dalmoak, Renton and Ferry Road, Old Kilpatrick. Residents with kerbside collection of food and garden waste can leave them next to their brown bin for collection. All decorations must be removed and if tree is taller than brown bin it must be cut in half. Artificial or plastic trees cannot be uplifted and should be disposed of at one of the recycling centres.



[www.west-dunbarton.gov.uk/recycle](https://www.west-dunbarton.gov.uk/recycle)

**For information on reporting repairs visit:**  
<https://www.west-dunbarton.gov.uk/housing/maintenance-repairs/emergency-repairs/>

**For advice on condensation and dampness please visit:**  
[www.west-dunbarton.gov.uk/housing/maintenance-repairs/damp-and-mould/](https://www.west-dunbarton.gov.uk/housing/maintenance-repairs/damp-and-mould/)

# Finding Local Solutions

Walkabouts to help tenants and residents directly report and resolve issues in their area to the council have taken place over the last few months.

Recent walkabouts in Tullichewan, Littleholm and Drumry have had great turnouts by members of the TRAs, employees and Councillors and have helped raise new concerns and highlighted remediated work.

This included a newly installed swing set which was previously vandalised in Tullichewan, progression of outstanding repair issues and new plans for the lock-ups to be cleaned within Littleholm.

Nicola Pettigrew, Housing Operations Manager, said that "Housing Services will continue its commitment to making West Dunbartonshire a place everyone is proud to

**“ Housing Services will continue its commitment to making West Dunbartonshire a place everyone is proud to live...**

*live in and to help us achieve this we want our tenants and residents included in assessing and improving the area. We've found walkabouts are a great way for the council and tenants to work together and improve the area.”*

Housing services will feedback on the outcomes of the walkabouts to attendees after each event.



## Anti-Social Behaviour (ASB) services recognised for Best Practice

The Anti-Social Behaviour officers and Neighbourhood team have been recognised by the Scottish Government and local authorities for their best practise in tackling Wilful Fire raising and actions taken before and after investigations.

The teams which in the last three months have served 102 ASB warnings to residents - including one warning resulting in an ASBO (Anti-Social Behaviour Order) granted by the court and three pending court orders - are making significant progress in the fight against disruptive behaviour in the community.

Operating seven nights per week in the area, the team have undertaken over 573 patrols in estates and multi storey flats and issued 21 Fixed Penalty Notices - 2 for Dog Fouling (£80) and 22 for Fly Tipping (£200) and are continuing to work closely with Police Scotland on joint operations in Balloch Park, Radnor Park, Clydebank and Dalmuir.

**If you have any ASB concerns, please contact us on 01389 772048 or email [ASBTeam@west-dunbarton.gov.uk](mailto:ASBTeam@west-dunbarton.gov.uk)**

## BIN THE WIPES

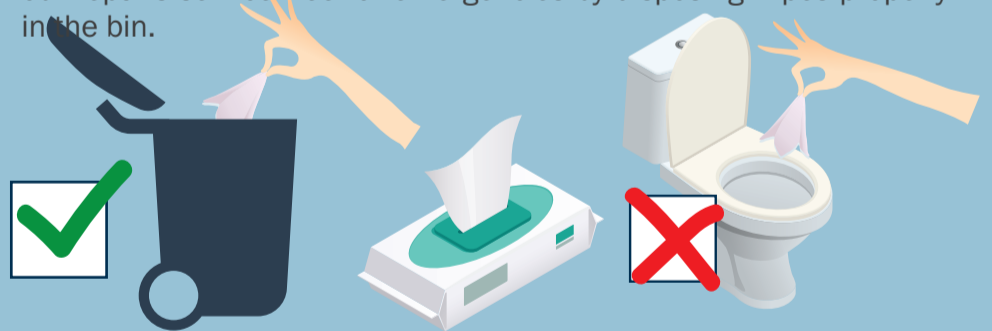
With an increase in rainfall during the winter, the Council experiences an increased level of emergency call outs to attend blocked drains.

One way to help reduce the risk of blocked drains is disposing of wipes correctly in general waste bins.

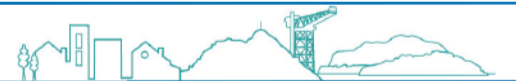
There is no such thing as a 'flushable' wipe. Wet wipes, sanitary items, nappies and cotton wool/buds will all break down into micro plastics and can lead to blocked storm and home drains, resulting in costly repairs and disruption.

These also cause major harm to environment and pollute rivers and beaches, affecting the wildlife that lives in the area.

Help us to keep our environment clean, our drains unblocked and our repairs service free for emergencies by disposing of wipes properly in the bin.



## Tenant's voice with Frances McGonagle



## Tenants together have a stronger voice

**I was alarmed by the recent rent setting discussions. The level of increase anticipated has left myself and many others worried about affordability as people are already really struggling.**

Minimising the increase is what we are focused on and we were pleased to receive assurances from the Council Administration that they support the rent options on offer and will go with the tenant's preferred option - this is essential as there is no point saying 'we're listening' and then do their own thing like last year. Tenants have the right to be consulted on any rent

increase, so we want our voices listened to. Please make sure you vote.

We have also been in a long standing dispute with the Council about the profit from Building Services going to the General Fund and not the Housing Revenue Account and this is set to be rectified in a review of the Financial Strategy in December's Council meeting - long overdue and I'm so glad we persevered. This will benefit the Housing Revenue Account at a time when every penny counts. Anyone who knows me, knows I never give up and I'm really proud of what the WDTR0 has achieved.

**Contact the WDTR0 by email at [harrymccormack.wdtro@gmail.com](mailto:harrymccormack.wdtro@gmail.com) or through Facebook**

# Welcoming Warm Spaces available as part of Winter in West Dunbartonshire

**A** varied programme of events in welcoming warm spaces is available for residents during the colder months, as part of the council's Winter in West Dunbartonshire initiative.

From family friendly clubs, to art and crafts, IT courses and book discussions, the schedule of free winter events offers plenty of variety for residents of all ages.

The programme, now in its second year, has been developed to ensure that any resident who wants to keep warm this winter can make use of the buildings open throughout the day, enjoy activities and access support.

Councillor Michelle McGinty, Chair of the cross party Cost of Living Working Group, said: "We know that our residents are already worrying about the cost of living and this is even more of a pressure during winter when they need to heat their homes. Our priority remains to ensure that we do all we

can to help people to stay warm in their own homes, and our range of initiatives through the Cost of Living fund will go some way towards this. Our Winter in West Dunbartonshire programme offers an alternative, and allows residents to make use of the large network of welcoming spaces we have, which as well as supporting people to keep warm, will tackle loneliness and isolation."

As part of the initiative, free tea and coffee will be provided across the library network.

The full list of events and activities is available on our website.

If you are worried about the cost of living and are struggling financially, visit <https://www.west-dunbarton.gov.uk/benefits-and-grants/cost-of-living/> for some tips, or contact our working4U team via <https://www.west-dunbarton.gov.uk/jobs-and-training/working4u>



**Ana Deevy,**  
Housing Development Officer  
(Tenant Participation)

**What three words best describe you?**  
Dependable, hard-working and sarcastic.

**How long have you worked for the Council?**  
Two months.

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

I worked at the University of Glasgow on a homelessness research initiative. I did this while I was studying for my master's degree.

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

I have really enjoyed going out and doing the walkabouts. It's been great to meet new people, see the properties and be out in the fresh air. I've also found this job to be really diverse, I've been learning a lot about all the different areas of the council.

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

Getting my ID badge and seeing the photo they took of me. Definitely not a sight for sore eyes.

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

Growing up I had always wanted to be a paramedic, so if I could do that job for a day I'd give that a go.

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

Either going out playing hockey or sitting in to watch a film - both options are very much weather dependant!

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

Maybe a time-machine to change any future problems that'll come my way.

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

Everything happens for a reason.

## Celebrations as West Dunbartonshire Learners' Voice group wins national award

The West Dunbartonshire Learners' Voice (WDLV) group won an award at the Adult Learners' Week Awards which celebrated achievements in community based adult learning.

The group - made up of learners and volunteers attending courses run by the Council's Working4U Adult Learning and Literacies team - were praised for their resilience and commitment to promoting the voice of learners through their weekly meetings.

It was also noted that having the opportunity to join WDLV - which is supported by the Council's Development Officer - had been transformative for members, instilling a greater sense of community ownership and purpose.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: "This is an extremely well deserved award and I would like to



offer my congratulations to this group. Their hard work throughout the year has ensured Working4U can continue to offer adult learning that is learner-centred, accessible, supportive and achieves a wide range of outcomes for individuals, their families and the whole community."

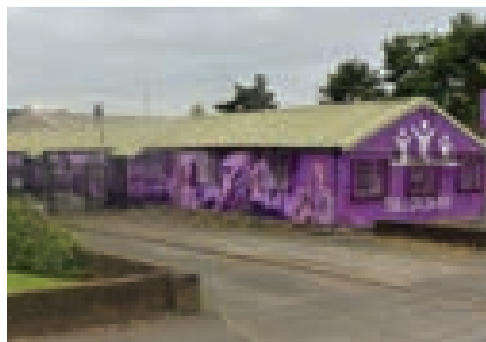
## Family Social Hub



**A new social hub for families needing a bit of extra support has opened in Dumbarton.**

The Tulloch Social Hub will be available every Tuesday from 3pm - 5pm at 11 Poplar Road, Broadmeadow Industrial Estate, G82 2RD.

Offering a free hot meal, tea/coffee and snacks to members of the community, the facility is also equipped with free WI-FI, TV and games for all to enjoy and can also provide launderette facilities (booking required) to anyone requesting.



# HOUSINGnews

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ELECTED MEMBERS  
2022 - 2027



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know your  
councillors



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## Become a Volunteer Mentor



Local youth organisation YSortIt are looking for volunteer mentors to meet with the young people they support.

Volunteers meet with their young person for one hour every week, with full training expenses and support provided by the organisations Intandem mentoring team.

By providing long-term supportive and caring relationships, intandem mentors make a real difference in the lives of young people, helping them to thrive.

Intandem is Scotland's national mentoring programme, offering mentoring on a regular basis to children and young people involved in the care system, specifically those living at home (under a compulsory supervision order) or with extended family (kinship care).

A consistent, caring mentoring relationship helps children and young people develop positive wellbeing and resilience, giving them the foundation they need to build strong relationships in the future and overcome trauma experienced in the past.

If you would more information on volunteering please telephone Callum on 0141 941 2208 or alternatively email [callum@ysortit.com](mailto:callum@ysortit.com)

## Step up and join a walking group

Tenants are invited to join one of the many walking groups across West Dunbartonshire offering a fun and sociable way to get active.

Walking is one of the easiest and cheapest ways to exercise and encourages getting out and about, meeting new people and socialising with friends and family.

West Dunbartonshire has many beautiful parks and open spaces offering safe routes with beautiful scenery.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal, said: "Throughout West Dunbartonshire there are walking groups and organisations supporting people to be more active, from half an hour walks to two hour hikes, there is something for everyone. Walking is not only a good way to stay active, it also has many other benefits including boosting your mood, mental health and improving your self-esteem."




To find out more about a local walking group or to get involved as a volunteer Walk Leader please contact [walking@wdcvs.com](mailto:walking@wdcvs.com) or call 0141 941 0886.



Scan this QR Code with your phone camera to access more information

## 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**

# Alternatives Support Group for Family & Friends

**Every Thursday 6.30pm - 8.30pm**  
**Alternatives Clydebank Base**  
**34 Alexander Street G81 1RZ**

For more information

 **0141 951 2420**
 **info@alternativeswd.org**

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

 **www.alternatives.org**


## QUIZ WINNER

**Congratulations to our Quiz Winner Sarah Savage, of Drumry.**

**Congratulations to Sarah Savage from Drumry, who was delighted to win the Housing News Autumn quiz and said she was looking forward to doing some Christmas shopping with her winnings.**



## 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 formie audio.

## Try our quiz!

For your chance to win a £25 shopping voucher email completed entries with your name, address and contact number by 15th Jan 2024 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**

- The new Social Housing Investment Plan (SHIP) commits to delivering how many additional homes for West Dunbartonshire?  
a) 50    b) 250    c) 500
- How many nights each week do the Anti-social Behaviour team operate to keep West Dunbartonshire communities safe?  
a) 7    b) 5    c) 3
- What are the names of the two new roads being created at the Clydebank East development?  
a) Helm Wynd and Anchor Road  
b) Anchor Wynd and Helm Road  
c) Wynd Road and Helm Anchor

HOUSING  
**news**

Don't miss the next edition of Housing News due out in Spring 2024

