

HOUSING

NEWS

THE QUARTERLY NEWSLETTER FOR TENANTS OF WEST DUNBARTONSHIRE

TENANT SATISFACTION SURVEY RESULTS P3



LOCAL GROUPS BENEFIT P5



COUNCIL BUYS BACK HOMES P6



TENANT FEEDBACK LEADS TO MULTI STOREY IMPROVEMENTS



Multi storey blocks across West Dunbartonshire will undergo a raft of improvements following a consultation with tenants.

An action plan to enhance the standards in each of the 19 blocks includes steps to improve heating, reimagine common areas and enhanced cleaning.

Building fabric surveys will be undertaken in all multi storeys to ensure they remain in good condition and a pilot project trialling noise insulation will be undertaken in void properties to ascertain whether this is a measure which can be rolled out in tenanted properties.

In addition, the waste disposal strategy will be reviewed; and officers will work with residents on plans to improve the immediate greenspace and parking around the blocks.

The priorities were identified by a 12-week consultation which encouraged members of each household to share their ideas and feedback.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: "I am pleased that we received a good response to the consultation from all blocks and the tenants have provided us with a clear idea of what they would like to see improved in their home and block.

"As our multi storey blocks are now over 50 years old, they require ongoing investment to ensure they remain fit for the future. This will take shape in the form of continued in-property investment like kitchens and bathrooms, and now whole block investment looking at energy efficiency, heating, roofs, windows, lifts and common spaces.

"We have listened to what the tenants in these blocks have identified as their priorities and now we will act to make these improvements a reality over the next few years."



SUMMER 2023

TENANT GROUPS COME TOGETHER TO RE-ENERGISE

Tenants gathered at Clydebank Town Hall last month as part of an event organised to share ideas and feedback about Council housing.

The event – planned by the Council's Tenant Participation staff in partnership with West Dunbartonshire Tenants and Residents Organisation (WDTRO) – was aimed at re-energising tenant activities.

A representative from the Tenant Information Service (TIS) also attended and spoke to the group about what net zero targets mean for housing, while another speaker discussed the outcome of the multi-storey flats consultation.

It is expected to be the first of many meetings which will give tenants a forum to voice their opinion and discuss plans for improvements in their area.



Those attending the event included members from Tullichewan, Dalmuir, Littleholm, North and South Drumry, Central Radnor Park and Central Alexandria Tenant & Resident Associations as well as members of the Scrutiny Panel and Sheltered Housing Forum.

If you would like to find out how you could get more involved please contact Jane Mack on 07983542993, email jane.mack@west-dunbarton.gov.uk

During the event, a short awards ceremony was also held to thank volunteers who get involved in their communities and help improve housing services for all tenants.

The West Dunbartonshire Tenants & Residents Organisation (WDTRO) were thanked for all their hard work and the impact they have.

A special thank you gift was also presented to Isobel Rankin who had retired from Dalmuir TRA after over 30 years of volunteering.



“Tenants now more than ever need a strong voice that is listened to.”

Harry McCormack of Tullichewan TRA said: "The event was really positive and it was good to be able to meet in person again and share ideas. Many groups have had their numbers reduced since the pandemic and we want to encourage more people to get back involved in their communities. Tenants now more than ever need a strong voice that is listened to."

GOLD AWARD FOR EXCELLENCE IN TENANT PARTICIPATION



Housing Services have been awarded another Gold Accreditation for Excellence in Tenant Participation.

The Tenant Participation Advisory Service (TPAS), a national organisation who specialises in encouraging active engagement with tenants, awarded the accreditation after an in-depth assessment as well as discussions with staff and tenants. Feedback from TPAS highlighted the wide variety of ways available to get tenants involved.

Tony Kelly from TPAS said: "Our assessment panel were really impressed with the standard of participation in West Dunbartonshire, the range of ways to get involved and the clear evidence that tenants have a voice and are listened to."

The award was presented at one of the regular liaison meetings with the West Dunbartonshire Tenants & Residents Organisation (WDTRO).

ACTION TO ERADICATE MOULD IN COUNCIL HOMES

Council homes in West Dunbartonshire will be fitted with new sensors as part of a drive to eradicate damp and mould.

The technology will initially be put in approximately 2000 properties, including sheltered housing, multi storeys and priority properties which have existing damp or mould.

The £10million project will be rolled out to all Council properties over the next five years.

Other actions being taken include a revised process for dealing with concerns about damp and mould in properties, which will see dampness inspections carried out within a maximum of two days after an issue is raised.

Any repairs required following inspection will be categorised as urgent and carried out within 10 days, with follow up visits to determine whether the household has additional support needs including financial assistance.

A proactive, customer focused approach will ensure that information on the personal circumstances of each household is available and is taken into account when solutions are determined.

After repairs have been completed, a further inspection will be undertaken within 60 days to ensure no further action is required.

The approach comes as part of a commitment to address damp and mould issues across the authority agreed at a council meeting in March.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities said: "None of our tenants should be living in a home that is affected by damp or



“None of our tenants should be living in a home that is affected by damp or mould.”

mould and these new sensors will allow us to access information on the fabric of each home easily so we can take action quickly to resolve.

"I'm also very pleased that our approach does not just place emphasis how bad damp and mould might be, but also looks at personal circumstances of the tenant, before providing the best solution for each case."

To report dampness or mould please contact housing.repairs@west-dunbarton.gov.uk or call 0800 073 8708

HELP FOR DOWNSIZING

Households who are under occupying large properties will receive increased points when 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.

Any tenant in a large property who is considering downsizing should contact their Housing Officers to discuss how a move to a new property can be made easier.



GET INVOLVED WITH THE SCRUTINY PANEL

West Dunbartonshire Scrutiny Panel is looking for new members to be a "critical friend" in assessing and improving housing performance.

Tenants who are interested in challenging, changing and improving housing services in

West Dunbartonshire are encouraged to get involved.

All training and expenses for being a member of the Scrutiny Panel are provided.

Current panel member Fiona McClymont said: "I wanted to get out of the house and meet new

people, so I decided to join the Scrutiny Panel five years ago and I haven't look back since. I get a sense of satisfaction from learning about housing and knowing that we can help make improvements for all tenants."



Fiona McClymont, Scrutiny Member

To find out more or get involved as a panel member, please contact Jane Mack on 07983542993, jane.mack@west-dunbarton.gov.uk or visit Tenant Scrutiny | West Dunbartonshire Council (west-dunbarton.gov.uk)

TENANT SATISFACTION SURVEY RESULTS



A recent survey has shown the number of tenants who are happy with the opportunities to participate in decisions that affect them has risen by 17% since 2014.

The Tenant Satisfaction Survey seeks tenant views of the housing landlord services provided by the Council in order to identify areas where the service can be improved.

A small increase was also seen in the number of tenants who feel their landlord is good at keeping them informed about services and decisions.

The survey is undertaken by telephone interview, with 600 households providing feedback in late 2022.

The details were shared in a report to a recent Housing and Communities committee, which also detailed an action plan which will be implemented to

address areas of dissatisfaction raised by tenants.

Improvement actions include developing and implementing a revised Anti-Social Behaviour policy; improving maintenance and repairs performance; undertaking a Rent Affordability Assessment as part of Rent Consultation Exercise; and maximising the tenant self-serve portal within IHMS.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: "The Tenant Satisfaction Survey is an important piece of work which allows us to fully understand what is going well and what we can improve upon for our tenants.

"The action plan will hopefully provide tenants with some reassurance that their views are being listened to and acted upon to improve our services for all."

BURSARY PILOT TO SUPPORT YOUNG TENANTS

A bursary to support young tenants to attend college or university has been introduced by the Council.

The pilot Young People's Bursary Scheme is open to young people aged 16-24 who have their own Council tenancy. As part of the scheme, the Council will cover the cost of rent to allow the tenant to focus on their studies without financial worries. The pilot will aim to support 10 young people in its first year, with numbers closely monitored. If the pilot is successful the bursary could be rolled out further.

If you are interested in this pilot please visit the

following webpage and fill out the form in the link to see if you would be eligible:

https://my.west-dunbarton.gov.uk/service/working_4_u_referral_form

Councillor Gurpreet Singh Johal said: "This bursary pilot is extremely positive as it provides support to young people to help them create sustainable ways of learning, which will lead to sustainable work and tenancies. The pandemic had a disproportionate economic effect on our young people and this initiative will increase the opportunities for young people of West Dunbartonshire."

GOOD NEWS FOR COMMUNITY COUNCILS

Two Community Councils have recently been re-established following support from the Council's Communities Team.

Both Linnvale and Drumry and Balloch and Haldane were unable to put forward the members required to form Community Councils at the election last year due to the resignation of long-standing community councillors.

But after efforts from local residents, with support from the Communities team, the two areas have now attracted new members to represent the views of local people.

Community councils are the first level of local democracy and have a key role to play in taking forward projects, organising events, clear ups and developing neighbourhood plans for their areas.

This provides a vehicle for the voices of local residents to be heard, taking part in consultations and part of the planning process.

The Communities team can offer advice and support to local residents in areas who do not have a community council and wish to set one up. These areas are currently: Renton, Dumbarton West, Dumbarton North, Duntocher, Hardgate, Dalmuir and Mountblow.



Conveners' Column

Inspiring tenants bring about positive change

Hello everyone, thank you for picking up the Summer edition of Housing News, which I'm sure you'll agree is packed full of good news for and about our tenants.

I am particularly proud to see the front page story about tenants coming together to share their ideas and feedback about Council housing in West Dunbartonshire.

It is really inspiring to see these groups working so hard on behalf of all tenants to bring about positive change.

I know that post-pandemic, group numbers are lower, and I would encourage all tenants to consider getting involved with their local group. Tenants are the heart of everything we do, and these groups ensure they have a strong voice and input into decisions affecting them.

Last year, I raised a motion to prioritise repairs related to dampness and mould and leading on from this, the Council agreed to review its approach to these issues. I'm extremely pleased that this has progressed at speed with a new process implemented to ensure all properties with suspected dampness or mould are assessed quickly.

The introduction of damp and mould sensors across our homes will ensure that real-time information about what is going on in properties is fed back to the teams who can then decide on the best course of action. These will be installed in priority properties (ie those with known existing problems) to begin with, with a view to rolling them out more widely in future.

I hope this reassures tenants that we are listening to your feedback and taking swift action.

I have now been your Housing Convener for more than six months, and I have been privileged to have assisted a number of tenants. I will continue to be a voice for tenants and raise matters on your behalf.

If you have any queries, please get in touch using the information on page 7. I am always happy to listen and support.

Success for Working4U Jobs Fair

The Council's employability service Working4U engaged with more than 200 local residents at a recent jobs fair in Dumbarton.

The event, run in partnership with the Department for Work and Pensions, invited 26 employers to the Concord Centre to showcase the vacancies and training opportunities available.

Job seekers who attended were able to speak with employers and secure interviews for suitable roles.

They could also access employability support from Working4U officers on site, including support with applications, CV building, interview techniques and job searching skills.

Feedback from attendees was extremely positive, with one jobseeker saying "The event was excellent and the staff were really happy to assist so I got a lot from it."

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: "This was a fantastic initiative to bring hiring employers together with a large number of potential candidates all under one roof. Searching for a job can be intimidating and I'm glad to hear it was such a positive experience for those in attendance."



If you would like support to look for training or work, please contact **Working4U** for more information about the support services provided, visit Working4U service, West Dunbartonshire Council (west-dunbarton.gov.uk) and complete our referral form or email: working4u@west-dunbarton.gov.uk

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 email 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. Alternatively, tenants can request this by contacting 01389 738562.

Before any installation takes place, a check will be carried out on each referred property to consider whether it is in scope for a full bathroom renewal. If this is the case, it may be appropriate to await bathroom renewal which will include a shower.

RECHARGEABLE REPAIRS PROCESS ESTABLISHED

The Council has introduced a process for rechargeable repairs to ensure all tenants have the same experience.

A rechargeable repair is when tenants pay for a repair because damage can be attributed to the wilful, accidental or negligent actions of the tenant.

A rechargeable repair may also be appropriate if work is required when they move out because the tenant has not left the property in a suitable condition as per their tenancy agreement.

The new process, which can be found in full on the Council's website, outlines a clear course of action if a rechargeable repair is required.

As part of the tenancy agreement tenants sign up to, they are responsible for taking reasonable care of their home, and this includes carrying out minor repairs and maintenance as well as internal decoration where required.

For more information, please visit the Council website or speak to a Housing Officer.



Tenant's voice with Frances McGonagle



Tenants together have a stronger voice

It was great to see so many people at the tenant event in May and particularly some new faces. Getting new people involved is always difficult but something many people were saying is that the Council need to listen and tenants need to see improvements happening to believe that it's worth getting involved. Many tenants don't trust the Council anymore and that will need action rather than words to change.

One of the focuses at the event was on the whole challenge of net zero targets and what it means for our homes.

It's a massive issue and the 2040 target seems like a long way away but investments need to start now and tenants need to be involved in those discussions. Many tenants struggle with their heating bills so that needs to be a priority and it's not just that energy costs are so high it's because many heating systems are just inefficient and too expensive to run - storage heaters are a good example. The Council has said they will involve tenants in setting these priorities and that is welcomed but we need tenants to want to get involved to make sure we have a voice and are heard so if you want to get involved please get in touch.

Contact the WDTRO by email at harrymccormack.wdtro@gmail.com or through Facebook

LOCAL PEOPLE BENEFIT AS GROUPS AWARDED COMMUNITY BUDGETING

Groups across West Dunbartonshire are making a difference to their communities with funding awarded through the Community Budgeting process.

The 6th phase of the funding awards was completed earlier this year, with £155,000 distributed among the 35 successful applicants.

They included Clyde Shopmobility, who were awarded £5000 to extend their Boccia club to include young people with disabilities to participate.

At Clydebank-based club Golden Friendships, the £5000 award will allow them to design and build an outdoor space for gardening and socialising at their premises.

Food for Thought will use their share to provide 400 emergency food parcels for children and families across West Dunbartonshire, while Bags Full of Love will continue to provide a backpack filled with new essential items and clothing to all children going into foster or kinship care.

Phase 6 of Community Budgeting was focused on improving opportunities for young people throughout West Dunbartonshire.

Groups are invited to apply for funding of up to £5000 to support activities benefiting young people in local communities.

For a full list of voting results or to sign up to be first to know about future phases of Community Budgeting, visit: wdn.communitychoices.scot



Local groups benefit at Community Soup

A local organisation supporting children and young people with complex needs is celebrating after being chosen to receive £500 at a recent Community Soup event.

Daniel's Wish, set up by Kirsty Campbell, runs a host of events and sessions around West Dunbartonshire to give vulnerable children and their families a place to get together and socialise.

The organisation will use the money for an Easter party and the rest to fund dance classes for the children.

Community Soup events allow people to pay what they can to attend and receive a bowl of soup while they listen to funding pitches from local organisations.

The winning pitch 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, a Youth Community Soup and the most recently in the Vale of Leven.

If you want to find out more about Community Soup email YourCommunity@west-dunbarton.gov.uk



Get involved in Your Community

Residents who want to get involved in their community are being encouraged to get in touch with the Council's Communities Team.

The team works to bring local people and Council services closer together, with the aim of improving service delivery and making local improvements with community input.

If any resident has feedback on what works well in their area, or improvements that are required, they are encouraged to work with the Communities Team to help make the changes.

The team can offer support and training to start a Community Group or develop an idea, and can also help access funding to support community activities.

If you have an idea for your community or you would like to have a chat to explore what support you need contact us at YourCommunity@west-dunbarton.gov.uk or complete our contact form: https://my.west-dunbarton.gov.uk/service/CT_Enquiry_Form



Need help with small repairs?

Vulnerable tenants who need help with small maintenance jobs can access support through Lomond and Clyde Care and Repair.

The service undertakes small repairs and jobs that some tenants may not manage to do themselves including changing lightbulbs, fitting small shelves or changing curtains. Tenants are typically only charged for material costs, though some longer jobs will incur a small labour charge too, but these are agreed before booking.

The service is available to any residents who is registered disabled or over the age of 60 in West Dunbartonshire.

For more information visit www.care-repair.co.uk or call 01389 734 188.

Council's home buy back scheme scaled up with £10m investment

West Dunbartonshire Council's home buyback scheme will be scaled up as part of £10million investment.

The programme will aim to acquire a minimum of 60 former Council homes or homes of a specific type and size every year over the next five years.

In order to meet identified local need, the programme will primarily focus on bringing larger family homes into the housing stock.

The Council's current buy back policy will also be refreshed to ensure opportunities to increase the number of properties available are maximised.

It comes after an additional £50million investment in Housing was approved by elected members at a Council meeting in March, with £10million of that set aside to enhance the buyback scheme.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: "We have listened to tenants' views on the availability of properties in our housing stock.

"We want to do all we can to provide new housing that is the right type and size for the people in our communities and this investment, and the scaling up the Buy Back scheme, will take this even further.

"Sometimes our existing housing stock does not have the size of house our tenants require, for example, large family homes, and this investment will mean we can focus on ensuring we have more of these homes available."



ON THE SPOT



Isobel Rankin, previously of Dalmuir Multi-storey flats TRA and WDTR0 member.

What three words best describe you?
Determined, friendly and a fighter.

How long have you volunteered in a tenant group?
30 years!

What made you want to get involved?
I got involved when the council was considering stock transfer, we did a poll of local tenants and asked whether they wanted this and most said that they did not. We presented this information to the Council and luckily they stayed as our landlord.

What's your favourite part of being in a tenants group?
Giving the people of the community a voice and advocating for everyone's rights. Also the social events such as the dinner and dances in the past.

Making things happen like getting funding for the play parks and getting WDC to treat the dampness in the blocks. I've just stepped down from the TRA as I need a rest and want younger people to get more involved.

How do you like to unwind?
Watching my shows on TV and taking my dog for a walk.

If you could make one thing happen to make your area a better place what would it be?
Repaint the outside of the library and create more of a community feel with neighbours.

What's the best piece of advice you have ever been given?
"Take time to listen, especially when you're angry." and "Have your say."

LGBTQ+ training for inclusive services

Housing Development and Homeless teams have undertaken enhanced training to ensure inclusive services are provided to those in the LGBTQ+ community.

The members of staff attended awareness sessions run by national specialist trainers and campaigners Stonewall in April and May.

Now views are being sought from members of the LGBTQ+ community who have accessed the Council's housing or homeless services in the past as part of a consultation.

The online survey will seek feedback on the experience of accessing the services.

If any tenant would like to share feedback, please email:
Claire.mckay@west-dunbarton.gov.uk



Cancelled Repairs Cause Delays

Tenants are being urged to keep repairs appointments to ensure a quick and effective repairs service can be provided.

Last year, of more than 37,000 reactive repairs reported, 2646 appointments had to be abandoned due to tenants not being home at the arranged time. This equates to 7% of all repairs.

Of those cancelled, 1453 were for Emergency or one day Right to Repairs which were either reported on the same day of the appointment or the day before.

When an appointment is cancelled at short notice, it means the repairs teams are not being utilised effectively and this can cause delays to other repairs.

Councillor Gurpreet Singh Johal said: "While we appreciate issues may arise to prevent tenants from being available, if you are not going to be home we would request that you please let us know as soon as possible so the appointment can be allocated to others who may be waiting."

To cancel or amend an appointment, please contact
housing.repairs@west-dunbarton.gov.uk or 0800 073 8708.
Please ensure you provide up to date contact details when you report a repair so text and emails reminders can be received.

HOUSINGnews

- 1 LOMOND
- 2 LEVEN
- 3 DUMBARTON
- 4 KILPATRICK
- 5 CLYDEBANK CENTRAL
- 6 CLYDEBANK WATERFRONT

ELECTED MEMBERS 2022 - 2027



JAMES BOLLAN
4 ENDRICK WAY
ALEXANDRIA
G83 0UR
T: 01389 737506
M: 07803 668766



KAREN CONAGHAN
COUNCIL OFFICES
COLLEGE STREET
DUMBARTON G82 1NR
T: 01389 737237
M: 07766 511565



DOUGLAS McALLISTER
COUNCIL OFFICES
CLYDEBANK TOWN HALL
CLYDEBANK G81 1UA
T: 01389 738697
M: 07771 923966



DIANE DOCHERTY
COUNCIL OFFICES
CLYDEBANK TOWN HALL
CLYDEBANK G81 1UA
T: 01389 738587
M: 07741 296890



DANIEL LENNIE
COUNCIL OFFICES
CLYDEBANK TOWN HALL
CLYDEBANK G81 1UA
T: 01389 738559
M: 07741 296922



MARTIN ROONEY
COUNCIL OFFICES
COLLEGE STREET
DUMBARTON G82 1NR
T: 01389 737579
M: 07909 890846



IAN DICKSON
COUNCIL OFFICES
COLLEGE STREET
DUMBARTON G82 1NR
T: 01389 737712
M: 07766 511410



GURPREET JOHAL
COUNCIL OFFICES
COLLEGE STREET
DUMBARTON G82 1NR
T: 01389 738497
M: 07721 302855



LAWRENCE O'NEILL
COUNCIL OFFICES
CLYDEBANK TOWN HALL
CLYDEBANK G81 1UA
T: 01389 738784
M: 07909 890842



CRAIG EDWARD
COUNCIL OFFICES
CLYDEBANK TOWN HALL
CLYDEBANK G81 1UA
T: 01389 738650
M: 07721 236345



JAMES McELHILL
COUNCIL OFFICES
CLYDEBANK TOWN HALL
CLYDEBANK G81 1UA
T: 01389 738704
M: 07721 124633



JONATHAN McCOLL
COUNCIL OFFICES
COLLEGE STREET
DUMBARTON G82 1NR
T: 01389 737511
M: 07769 367035



MICHELLE MCGINTY
COUNCIL OFFICES
COLLEGE STREET
DUMBARTON G82 1NR
T: 01389 738475
M: 07721 599270



DAVID McBRIDE
COUNCIL OFFICES
COLLEGE STREET
DUMBARTON G82 1NR
T: 01389 737367
M: 07961 711664



GORDON SCANLAN
COUNCIL OFFICES
CLYDEBANK TOWN HALL
CLYDEBANK G81 1UA
T: 01389 738538
M: 07721 248761



CLARE STEEL
COUNCIL OFFICES
CLYDEBANK TOWN HALL
CLYDEBANK G81 1UA
T: 01389 738743
M: 07721 238022



JUNE MCKAY
COUNCIL OFFICES
CLYDEBANK TOWN HALL
CLYDEBANK G81 1UA
T: 01389 738520
M: 07721 236088



HAZEL SORRELL
COUNCIL OFFICES
COLLEGE STREET
DUMBARTON G82 1NR
T: 01389 738471
M: 07721 632553



JOHN MILLAR
COUNCIL OFFICES
COLLEGE STREET
DUMBARTON G82 1NR
T: 01389 737882
M: 07961 713003



CHRIS POLLOCK
COUNCIL OFFICES
COLLEGE STREET
DUMBARTON G82 1NR
T: 01389 738494
M: 07721 331751



know your councillors



SOPHIE TRAYNOR
COUNCIL OFFICES
CLYDEBANK TOWN HALL
CLYDEBANK G81 1UA
T: 01389 738745
M: 07721 243557



LAUREN OXLEY
COUNCIL OFFICES
CLYDEBANK TOWN HALL
CLYDEBANK G81 1UA
T: 01389 738599
M: 07721 235613



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

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 or visit the website: 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	01389 737444
Special (bulky) uplifts -	01389 738282
Grass cutting	01389 608412
Litter Hotline	01389 772059
Environmental Health	01389 738290
Pest Control	01389 738282
Waste Aware	0845 111 0050
Trading Standards	01389 738519
Caretaking Service	01389 738282
Dog Warden	0141 951 7957
Home Content Insurance	01389 737867

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 **01389 738217**

Team 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**

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



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 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 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.

Quiz winner

Congratulations to Linda Holt of Boquhanran who won our Spring edition quiz.

Linda was delighted to win a £25 voucher for a shop of her choice.

Try our quiz!

For your chance to win a £25 shopping voucher, email your answers with your name, address and contact number by August 1st 2023 to: housingnews@west-dunbarton.gov.uk Alternatively, you can phone or text your answers to **07983 542993**.



1. Working4U engaged with how many jobseekers at a recent job fair?
a) 2
b) 20
c) 200
2. How many homes will be acquired through the Council's Buyback Scheme over the next five years?
a) At least 60
b) At least 10
c) At least 40
3. Last year, how many repairs appointments had to be abandoned when tenants were not at their home for the arranged time?
a) 101
b) 2646
c) None