

WELCOME

Welcome to the latest TP update. Its purpose is to keep our Tenant & Resident Associations (TRAs), interested tenants, Scrutiny Panel members, Sheltered Forum members, Council staff and Elected Members up-to-date with TP events and developments.

What's new in
tenant
participation?

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West Dunbartonshire
Tenant Participation

TRA UPDATE

The TRAs are dedicated to improving their local communities and improving their areas. A common challenge they encounter is recruiting and retaining new members. If you know anyone interested in joining a TRA, invite them to a meeting or **contact Ana** for more details.

The TRAs were busy during Christmas organising gift donations, arranging festive dinners and planning for the new year. **North and South Drumry** TRA donated presents sheltered accommodation and £205 to Hope Community Café & Foodbank. **Tuillichewan** organised a secret present donation for neighbours in their community.

Central Radnor Park has set up a new Facebook page. If anyone is looking to keep up to date with them, follow the page:

- **Radnor Park Tenants and Residents Association**



North and South Drumry
wrapping their presents for
donation

WALKABOUTS

Any tenant can request a walkabout with housing staff and they work well if there are a few tenants to give different views of local issues. Walkabouts were discussed at the last WDC/WDTRO Liaison meeting and will now be monitored by the group to ensure that they get done well consistently.

We've made some improvements to the walkabout process to ensure that all issues are reported and addressed by the responsible team. After participating in the walkabout, everyone will agree on a priority list of tasks and create an action plan. Two weeks after the walkabout, there will be a meeting with the involved tenants to provide updates and discuss the action plan progress.



Playground at Kilbowie that has been fixed

RENT SETTING 2024/25

A lot of tenants joined in this year's rent consultation, with 1724 people voting for what they wanted. Most, 76%, preferred option 1, which suggested a 6.7% rent increase. Even though there were money issues to deal with, the meetings in October and November went well and helped create the options and ensure the information was clear. Tenants wanted to keep any rent increase as small as possible, so only two options were given, both without spending more money.

The voting time was extended until January 19th, giving tenants 10 weeks to give their view. We sent out more reminders by text and email to make sure everyone had a chance to vote. We also used Facebook and made a video to get more people involved. Plus, there was a £50 prize to encourage people, and Thomas from Clydebank won it.

The next Council budget setting meeting will be on March 6th

CONNECTED RESPONSE

Connected Response **smart controls** replace the old radio-controlled tele-switches for the storage heaters with new digital switches which can be managed remotely and can be adaptive to weather and resident needs. They can also work with smart meters and allow tenants to access different and better-off-peak charging tariffs. The rollout of these is starting in March.

There will be tenant engagement and drop-in sessions to involve everyone in the process in **Dalmuir, Westbridgend and Drumry**. Support will be available to provide tenants with energy advice on demand as part of our subscription. The initial drop-in session will begin in **Dalmuir** at Dalmuir Community Centre on these dates:

- March 27th - 10:00am - 12:00
- April 3rd - 2:00 pm- 4:00 pm
- April 4th - 6:00-7:30 pm