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— AUTUMN 2025 —

West Dunbartonshire tenants' organisation successful at national awards with 2 wins

The umbrella tenants' organisation in West Dunbartonshire has been named Tenant Group of the Year at a national awards ceremony.

The Council nominated West Dunbartonshire Tenants and Residents Organisation (WDTRO) for the recent Tenant Participation Advisory Service (TPAS) National Good Practice Awards.

As well as receiving the Tenant Group of the Year honour, they scooped an Outstanding Achievement Award on the night.

They were nominated by staff within the Council's Housing Service who they have regular meetings with and collaborate on a range of housing matters.

The Tenant Group of the Year Award recognises a group who work to ensure tenants' voices are heard when shaping housing services and influencing their landlord's decisions.

They were specifically nominated for work which they have undertaken to maximise funds in the Housing Revenue Account (HRA).

The WDTRO made a case for the budget surplus generated by Building Services to be retained within the HRA and

lobbied local councillors to support this position. In March 2025, the Council agreed that a surplus of £594,000 for 2024/25 should remain within the HRA, a decision that will benefit every council tenant.

The awards dinner was held at the Golden Jubilee Hotel in Clydebank and was hosted by comedian Fred MacAulay. Four members of the WDTRO; Harry McCormack, June Todd, Elaine Neeson and Billy Neeson attended on the night.

Secretary of the WDTRO, Harry said: "Winning these awards was a complete surprise, particularly the Achievement of the Year Award, but at the same time it was really good to see the work we do recognised and we hope it inspires other tenants to get involved."

Pictured are WDTRO members Billy Neeson, Harry McCormack, Elaine Neeson, June Todd, awards host TV presenter Fred MacAulay, and Jacqueline Norwood from TPAS Scotland.



Support available for those struggling to pay their rent

Tenants who are struggling to pay their rent are being encouraged to contact the Council at an early stage to help manage their finances.

It is vital that arrears are not ignored because support is available.

Some tenants may have had a change in personal circumstances which means that they are eligible for benefits that they were unaware of. The Council can help with this through the Working 4U service.

Arrangements can also be made to agree a repayment plan which will help rent become more manageable.

In the first instance, contact your Housing Officer on 01389 737661 or alternatively email estate.management@west-dunbarton.gov.uk. For those who have fallen into arrears, the Corporate Debt Team can be contacted on 01389 737788 or by email to corporatedebtteam@west-dunbarton.gov.uk

More information on eligibility for benefits is available via <https://www.west-dunbarton.gov.uk/jobs-and-training/working4u/money/benefit-and-debt-advice/> or by calling 01389 776929.

The Homeless Prevention Worker Stephen Houston can be contacted on 07814992310 or 01389 776400 or by email to Stephen.Houston@west-dunbarton.gov.uk

Eviction is always a last resort and taking these steps will help prevent that from happening.

Budget pressure

The housing budget remains under strain with senior officers looking at options to remove the deficit and rebuild reserves.

A report to the most recent Housing and Communities Committee outlines that there is a projected deficit of £282,000 within the 2025/26 housing budget.

Efficiencies will be targeted across all areas to improve the picture going forward.

But there is also an important role for tenants to play by ensuring that they help the service operate as efficiently as possible through minimising unnecessary costs (see the special feature on page 4 for more details).

A further report will be provided to the Housing and Communities Committee in November 2025 outlining what progress had been made in reducing the projected budget deficit.



Mums delighted as new homes give huge benefits for family life

Families have begun to settle into their new Council homes with two mums highlighting how much the properties will enhance the lives of their families.

Amanda Bicknell along with her two children are just one of the families to have recently moved into a new housing development in Pappert, Bonhill.

Amanda, along with her son Sean, aged three, and one-year-old Bonnie recently moved into a mid-terrace property in Lavender Gardens having previously stayed at West Bridgend.

She said: "We were staying in the high flats in Dumbarton for about three and a half years.

"Sean is autistic and he is non-verbal.

"We have now got our own garden and the kids have got their own bedrooms.

"They have put me in the middle. The two other gardens have gates but mine doesn't which is perfect because, otherwise, Sean would just get out all the time. I know it is safe for him.

"I couldn't dream of anything better for the kids."

Another family including mum and three children have also settled in Pappert having previously lived elsewhere in West Dunbartonshire.

The mum said: "The house we were in was only a two bed so my older children were sharing. We have now got a three-bedroom end of terrace property.

"It has a really big garden area which will make a big difference to all of the children.

"My son has a complex health condition and he gets at-home sessions with a therapist.

"It was chaos before trying to find space for these sessions but now there is much more room. The kids have all got their own space and that makes a difference.

"The house itself has so much natural light coming in which is great."

The 26-home development is a first for West Dunbartonshire as six of the homes include Passivhaus technology.

Passivhaus homes are super-insulated and use enhanced components such as triple-glazed windows and specially designed doors to create an airtight building fabric.

With heat loss minimised, the homes require very little heating and will stay warmer for longer with tenants benefitting from lower fuel bills.

The other 20 homes are also energy efficient and include air source heat pumps, solar panels and batteries to store the energy from the panels.

Funding to match the Council's financial commitment for the project has come from the Scottish Government's Affordable Housing Supply Programme Funding and the Vacant and Derelict Land Investment programme.

It is the latest house building project in the area aiming to meet unprecedented demand for social housing. There are five, four-bedroom properties within the site to meet demand from larger families within the area.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal, said: "It is great to hear about how the new properties are making such of a difference to the lives of many families."



Housing for elderly members of the community welcomes first tenants

A development on the site of a former care home offering Council homes for elderly residents in Old Kilpatrick has welcomed its first tenants.

The homes at Mount Pleasant were constructed in less than a year, transforming the former care home site into a vibrant community.

The plot comprises a mix of 19 homes, with hot water and heating provided by low carbon electric heating systems.

It is close to both bus and train transport links, offering residents easy access to the rest of West Dunbartonshire and beyond. There are also stunning views from some properties over the Kilpatrick Hills.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal, said: "This is a welcoming and vibrant area which offers spacious and bright accommodation for older people in our community.

"I am delighted to hear that tenants are starting to settle in their new homes."



Compliance with statutory requirements

The Council's commitment to keeping homes up to a statutory standard has been highlighted in the recent Annual Assurance Statement to the Scottish Housing Regulator.

The document outlines the progress being made on the number of properties with a valid Electrical Installation Condition Report (EICR) certificate over the last year and the Council's commitment to housing, homelessness and tenant safety.

Work is ongoing to increase the number of properties with an EICR certificate and tenants are urged to ensure access is provided when contact is made to arrange this work.

The Council have experienced barriers in finishing this work as tenants have failed to provide access. Aside from the additional cost to the Council, there is a real safety risk for tenants and their families if electrical safety tests cannot be carried out properly.

Ultimately, the Council may resort to forcing entry to carry out the test at a cost to the tenant.

The statement was approved by members of the Housing and Communities committee in August and is

available to view at <https://www.west-dunbarton.gov.uk/council/our-performance/service-performance/housing-services-performance-information/annual-assurance-statement/>

Meanwhile, look out for a summary of the Council's Annual Charter Performance Report for tenants in the next edition of Housing News. This will be published online at the end of October and outlines how the Council's Housing Service is performing against the standards and outcomes expected of all social landlords, setting out a series of actions to deliver improvements.



Don't flush wipes

Tenants are being reminded to ensure they don't flush wipes down the toilet as this can lead to serious problems with blocked drains.

A tenant recently experienced a blocked drain due to a build-up of wipes being flushed down the toilet by others living nearby.

This resulted in damage to the home, leading to an upheaval for the family affected and substantial cost to the repairs service.

Due to the plastics which they are made of, wipes don't break down the way toilet paper would and therefore should not be put down toilets. Blockages can also be caused by sanitary items, nappies or cotton wool/buds being flushed.

Reducing the use of these wipes and, if they are used, ensuring they are disposed of in the general waste bin is important.

This will help make sure no other tenants are impacted and will reduce the number of emergency callouts as a result.



Conveners' Column

New builds having a positive effect on communities

There has been significant progress in recent months with new build properties and I was delighted to be invited along to developments in Clydebank, Old Kilpatrick and Bonhill.

In just a year, sites at the former Mount Pleasant Care Home and at Pappert have been transformed into vibrant communities.

Families have spent the summer settling into their new homes and have seen a positive impact on their lives as a result. It has been great to hear about the positive experiences our tenants have had as they begin a new chapter in their lives.

One of the major focuses of these developments is energy efficiency which is a vital benchmark for the development of homes moving forward. It is excellent to hear about how much this is adding to the comfort of the new homes and also helping to reduce the costs of utility bills both now and in the long term.

I appreciate that other people may be looking for a move which hasn't yet come and I welcome the review into the allocations policy which is currently being undertaken. I would encourage tenants to get involved as the Council is extremely keen to make best use of our housing stock for the benefit of our tenants.

To ensure you get the best chance of a move, it is also really important to keep information up to date with housing including any change in your circumstances which could impact your place on the waiting list.

And tenants have a vital responsibility for the upkeep of their homes and abiding by their tenancy agreement. Breaches of this could impact on opportunities to move and are also detrimental to the Housing Revenue Account which then curtails the Council's ability to maintain properties and invest in new and improved homes.

Meanwhile, in another part of the service, the Anti-social Behaviour (ASB) team have been really busy in recent months focusing on both responding to incidents of anti-social behaviour and carrying out proactive patrols to deter troublemakers.

I am delighted to hear about the excellent work which is ongoing in this area. I would encourage anyone who is worried about anti-social behaviour in their communities to contact the team before this escalates. Early intervention can be a key factor in ensuring that this doesn't impact too heavily on communities.

I look forward to catching up in the next edition of Housing News this winter.

Housing service helping adults with complex needs receives praise from Care Inspectorate

A specialist Council service which aims to help adults with complex needs find their own homes and sustain tenancies has received praise from the Care Inspectorate.

Housing First West Dunbartonshire supports people who have been or are at risk of becoming homeless and who may be facing addiction, mental health challenges or involvement with the criminal justice system.

During an unannounced visit by the inspectors earlier this summer, the service was rated as very good across all four categories it was assessed on; supporting people's wellbeing, leadership, staff and planning of care and support.

The feedback received from service users was overwhelmingly positive, outlining how staff helped them maintain homes.

Housing First support is tailor-made to the individual, with plans also subject to change depending on progress and the individual's circumstances. Support is available until it is no longer needed.

Help provided extends far beyond sustaining a tenancy and includes establishing a household budget, paying bills, as well as housekeeping tasks like cleaning. Staff also encourage people to look after their physical

and mental wellbeing as well as engaging with key services like harm reduction services to address addiction issues. The service, which has supported 74 people into permanent, secure housing to date has also helped some gain employment as well as part-time voluntary work.

Staff also spoke highly of the support they receive, acknowledging that they found regular supervision to be really valuable. They discussed how this provided opportunities for them to discuss with their supervisors how people supported were doing and agreeing any changes to help improve outcomes. It also provided space to discuss developmental issues like training and regular team meetings enhanced this approach.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal, said: "This incredibly positive Care Inspectorate report reflects the hard work which members of the housing team undertake to support people in challenging circumstances maintain a tenancy.

"Having a secure home is an excellent basis to allow someone to deal with complex issues and the support provided through Housing First has clearly helped get people back on their feet."

Tenant participation update

The most recent annual tenant participation performance report has been published, outlining the important role tenants play in the delivery and improvement of housing services.

Issues raised by tenants at liaison meetings which are held every two months between representatives from the WDTR, housing managers and the housing convener, have led to improvements being made.

These include improving communication when repairs get cancelled, ensuring the walkabout process is effectively followed and keeping focus on Tenant Priority Budget proposals so they get completed quickly.

Frances McGonagle, chairperson of the WDTR said: "This report is a good measure of tenant activities and the impact tenants can have. Progress can sometimes seem slow but when you reflect on what's achieved it's

really heartening and shows what can be done when we work together."

The report also sets out the various tenant participation opportunities and the support available to tenants and tenant groups.

The full performance report can be viewed at <https://www.west-dunbarton.gov.uk/media/mwyhwwss/annual-report-24-25.pdf> or contact Jane Mack on 0798 354 2993 for a paper copy.



ASB team busy keeping communities safe

The anti-social behaviour (ASB) team have been busy recently, responding to 1220 calls to their helpline between April and June of this year.

During that period, 396 full case investigations were opened, 63 warning letters were issued and 8 Notices of Proceedings for the Recovery of Possession were served.

In addition, two anti-social behaviour orders were issued and two eviction notices served at court.

The service also provided proactive activities to deter those intent on causing trouble.

From April to June, 784 foot patrols were undertaken to reassure residents.

The team also proactively work with Police Scotland in joint operations throughout the authority.

Recently in court, a man was convicted of setting alight a van full of fireworks in the Whitecrook area of Clydebank earlier this year.

The mobile CCTV unit assisted Police Scotland in their enquiries and was able to help identify the perpetrator.

The ASB team can be contacted on 01389 772048 from Monday to Friday between 8.45am and 2am and on

Saturdays and Sundays from 3pm until 2am. Their email address is ASBTeam@west-dunbarton.gov.uk



TENANT RESPONSIBILITIES – SPECIAL REPORT

Council and tenants are jointly responsible for keeping homes in good condition

While the Council is committed to ensuring homes are well-maintained, responsibility also lies with tenants to keep their properties in good order.

When both fulfil their responsibilities, the Council can run an efficient and effective housing repairs service, maintain properties to a good and safe state of repair and deliver high levels of tenant satisfaction.

WHY DOING THE RIGHT THING MATTERS

Costs associated with failing to look after your property are avoidable and have a negative impact on the housing budget.

If money has to be spent on fixing problems created by a tenant maliciously or through negligence, it diverts money and time away from the repairs and maintenance service that benefit all tenants.

There can also be a significant impact to tenants

directly who leave their homes in poor condition, have unpaid charges, or fail to meet their tenancy obligations. This may mean that they are not eligible for a move to another Council home in the future.

The Council want to support tenants in meeting their responsibilities and any tenants requiring advice on responsibilities is encouraged to contact their housing officer.



Keeping on top of repairs

As a landlord, the Council has an obligation to carry out certain repairs at no cost to the tenant.

As outlined in the Repairs Policy, tenants should report repairs or any damage to the home quickly and take action to prevent further damage once a fault has been identified.

While most tenants look after their homes well, in circumstances where damage is caused by deliberate actions, neglect, or misuse (whether by tenants, family members or visitors), tenants will be recharged for the cost of these repairs.

It is also the responsibility of the tenant to take reasonable care of their home and carry out minor repairs, routine maintenance, and internal decoration, as outlined in the Scottish Secure Tenancy Agreement which is signed when taking on a property.

This includes minor repairs like replacing lightbulbs and fuses, replacing lost or stolen keys, renewing plugs and chains to baths, sinks and basins and replacing broken or damaged toilet seats.

Providing access to the home when needed

It is vital that tenants allow the Council and contractors access to their homes so inspections and repairs can be carried out.

Most repairs are arranged by appointment and therefore the times are communicated to tenants in advance.

There may be implications for safety if access is not

allowed for some appointments. For example, the Council is required by law to carry out gas safety checks in homes annually and an Electrical Installation Condition Report every five years.

If access is not provided, the Council has a right to gain forced access under the terms of the Tenancy Agreement, which would be paid for by the tenant.



Tenant responsibilities when moving out

The key responsibilities to remember when you are moving out of a property are to:

- leave your home in a good decorative condition with any minor repairs you are responsible for completed.
- remove all your belongings and any rubbish from the property.
- return all the keys that you have for the property.

When a tenant is planning to move out, we aim to carry-out a pre-termination visit so that housing officers can clearly explain tenant responsibilities and avoid unnecessary charges.



Council's focus on preventing homelessness leads to positive outcomes for many

The Council's focus on preventing homelessness has led to a range of positive outcomes for citizens.

The Home at the Heart rapid rehousing initiative has been running for the last six years and has led to fewer people becoming homeless than three years ago.

During 2024/25, homelessness was prevented in 72% of cases – an increase of 20% from 2021/22.

The length of time households experiencing homelessness spent in temporary accommodation has also reduced from 19 weeks in 2020/21 to 16 weeks in 2024/25, in line with the six-year target of the strategy.

In addition, eight Housing First tenancies for tenants with complex needs were created in 2024/25 and the service received a very positive Care Inspectorate rating.

The Council's new Housing Solutions Strategy More than a Roof will further build on the achievements of Home at the Heart with a continued focus on preventing homelessness.

More than a Roof focuses on key priorities which include

quality advice and information being readily available to people at risk of homelessness. It also involves rapid rehousing for those affected by homelessness, support services being in place to prevent homelessness and joined-up working with partners to provide quality temporary accommodation where required.

The strategy, which will run until 2028, has been developed following extensive consultation with people who have lived experience of homelessness, staff working in the homeless service and key partners and stakeholders.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal, said: "It is reassuring to hear that there are now fewer people experiencing homelessness than there were three years ago. This is a positive development and is evidence that the Council's focus on preventing homelessness is working." "The priority now will be building on this and working towards even more positive outcomes for our citizens."

Making it easier to apply for social housing

The Council and a group of housing association partners have signed an agreement making it easier for tenants to apply for social housing across West Dunbartonshire.

The move will make the process much simpler with tenants only having to complete one housing application, which is available online, rather than multiple forms.

The housing associations who have signed up to the scheme are Caledonian Housing Association; Clydebank Housing Association; Cordale Housing Association; Dalmuir Park Housing Association; Knowes Housing Association and Trafalgar Housing Association.

The form will now be rolled out from October 2025. For more information, you can contact your housing officer.

Pictured are Joe Farrell of Clydebank Housing Association; Kevin Nixon from Caledonia/Cordale Housing Association, Jennie Cameron of Dalmuir Park Housing Association, Claire McKay from West Dunbartonshire Council as well as Karen Grainger and Martin Harvey of Knowes Housing Association.



The real stories behind homelessness

One of the most common reasons for people to lose their home in West Dunbartonshire is domestic abuse.

Victims feel scared, trapped and unsure where to turn. They may ultimately fear that they won't have a stable roof over their head if they escape from continuing in those circumstances.

West Dunbartonshire Council are committed to supporting people who face this situation and offer immediate access to practical help, specialist legal assistance and support following any incident of domestic abuse.

Mrs S is a 65-year-old woman from the West Dunbartonshire community who found the courage to reach out to the Council's Housing Solutions service after years of silently suffering an abusive marriage.

She was unsure of what to expect but knew she could no longer stay where she was.

Her life turned around. She was offered a place in temporary accommodation – a safe space to begin her journey toward healing – and supported through every step by a caring team from the Council. She was referred to Women's Aid for emotional support and to Working 4U for income and financial advice.

Before long, she moved into a permanent home where she could start a new, independent chapter in her life.

Mrs S's story is a powerful reminder that homelessness is not about weakness or failure but about circumstances – and the strength it takes to change them. Her bravery, like that of many others in our community, shows us that asking for help is one of the most courageous things a person can do.

If you or someone you know is experiencing domestic abuse, please be reassured that help is available and that you will be met with compassion, not judgement.

Homelessness can affect anyone. If you are homeless or threatened with homelessness you can contact the Council's Housing Solutions Service for advice via email at HousingOptionsHomelessness@west-dunbarton.gov.uk or by calling 01389 776 400. If phoning out of hours, please dial 0800 197 1004.

Tenant's voice with Frances McGonagle



Our main priority is to ensure that tenants get the best service for their rent money.

The recent debacle about grass cutting and who pays for what shows that us rent payers don't always get the best deal. Housing should pay for cutting grass on it's ground but it should be proportionate and fair.

West Dunbartonshire tenants already pay one of the highest council rents in Scotland and everything must be done to keep our rents as low as possible. Councillors should all be protecting the HRA.

wdtro
West Dunbartonshire Tenants
& Residents Organisation



On a more positive note, I'm glad to say that we had a recent walkabout at Littleholm, got updates and could see issues being addressed so it was well worth it. I'd encourage any tenant to get involved in walkabouts with housing staff in their area. Housing staff will try their best but listening to tenants who live here 24/7 will always be more effective.

If you have an issue you think we should look at or want to get involved, please get in touch by email to harrymccormack.wdtro@gmail.com or through our Facebook page.

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

Recycling to be prioritised with launch of new bin collection schedule

Residents are being encouraged to recycle more with the introduction of a new bin collection schedule across West Dunbartonshire.

A weekly bin collection will still be in operation but this will be on a three-week alternating cycle.

Every household will have recyclable waste collected twice in each three-week period, with general waste uplifted once.

Bin samples have highlighted that up to 70% of items placed in general waste bins and sent to landfill could actually have been recycled if placed in the correct bin.

The new schedule, which will come into force from week beginning November 10th, will support residents to do the right thing for the environment by recycling more.

Each household will have received a pack which includes:

- A sticker to affix to the household general waste bin
- A calendar outlining which bin should be presented on which week
- A handy reference guide on what can be recycled

Convener of Infrastructure, Regeneration and Economic Development, Councillor David McBride, said: "It is

astonishing to think that 70% - that's more than two thirds - of the waste which we dispose of could be recycled.

"This is having a harmful impact on the environment and the onus is on all of us to do as much as we can to combat this.

"I know people are well versed in the current bin collection cycle and it will take a bit of getting used to but this is an incredibly worthwhile project which will have huge benefits."

A comprehensive introduction to the changes and a series of Questions and Answers has been published on the Council's website which should answer the majority of queries in relation to the revised schedule. Anyone with questions on this is asked to use this webpage as their first port of call.

A new waste strategy focusing on educating citizens about recycling with a view to increasing recycling rates across West Dunbartonshire was agreed by councillors on the Infrastructure, Regeneration and Economic Development committee in 2023. Work has been undertaken since on the best ways to implement this for the benefit of residents of West Dunbartonshire while encouraging greater recycling.

One year of Tullichewan TRA's Family Craft Group

A special free drop-in event was held over the summer to mark the first anniversary of Tullichewan Tenants' and Residents' Association's Family Craft Group.

To mark the occasion, children were treated to face painting as well as snacks and craft activities.

Jean Mackay, who is a TRA committee member and runs the Family Craft Group, arranged the event.

She was delighted with how well the day went and said: "We wanted to celebrate the success of the craft

group and to thank the kids who have been coming along. They all loved getting their faces painted."

The craft group was initially for young people in Tullichewan but it soon became apparent that those of all ages were keen to attend and therefore it was extended to all.

The free craft group is open to anyone in West Dunbartonshire every Saturday, 1pm to 3pm at Tullichewan Community Flat, 2/1 McGregor Walk. All children must be accompanied by an adult.



Review of allocations policy to make the most of Council housing stock

A review of the West Dunbartonshire Housing Services Allocation Policy is being undertaken over the coming months to ensure the Council allocates properties fairly and makes best use of housing stock.

The views of tenants and housing applicants will be used to help shape the next policy.

Tenants are encouraged to have their say and are asked to look out for emails and texts which will be sent asking for participation.



ON THE SPOT

Matthew Ryan
Building Services Officer

What three words best describe you?
Determined, hilarious, humble.

How long have you worked for the Council?
A year.

Where did you work before West Dunbartonshire?
AMC Engineering.

What's your favourite part of your job?
Feeling like I'm making a positive difference.

What's the funniest moment you've had at work?
I got bitten on the Achilles on my first day by a dog and ended up going for a jag at A&E. I wasn't injured but getting barked at afterwards by people at work was funny.

If you could do any other job for a day what would it be?
Play as a striker for Man United.

How do you like to unwind after a hard day's work?
By spending time with my son.

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

What's the best piece of advice you have ever been given?
Do as you would be done by.

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 MURRAY CONAGHAN COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR T: 01389 737237 M: 07766 511565	 WILLIAM ROONEY COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA T: 01389 738784 M: 07553 760544	 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
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 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			 FIONA HENNEBRY COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA T: 01389 738697 M: 07385 465926
					 LAUREN OXLEY COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA T: 01389 738599 M: 07721 235613

App can help keep air flowing in homes

More than a fifth of Council homes have had environmental sensors fitted and tenants are being encouraged to sign up to an app which can help get the most out of the devices.

The app is freely available on the app store and provides information about the home such as the temperature, humidity and carbon dioxide levels.

The app features a cartoon house called Linky with the aim to keep Linky happy. Hints and tips such as opening windows and improving the air quality or

reduce humidity are provided.

For anyone who has the sensors installed and would like to be set up with a log in, email enviro-sensors@west-dunbarton.gov.uk

Any tenant who has not yet got a sensor fitted and would like to be prioritised should contact the same email address above.

If anyone is concerned about damp or mould in their home, please telephone Housing Repairs on 0800 073 8708 as soon as possible so they can investigate.

More time to get a smart meter as switch off is delayed

Tenants are being urged to arrange an upgrade to heating system teleswitches before the ageing technology becomes defunct after the summer deadline was extended.

The radio teleswitch (RTS), found in homes with electric storage heaters, works by receiving an analogue signal telling it when the heater requires to be charged. The signals were due to be switched off for good on June 30th 2025, but it is now being phased out.

There is no confirmed date for when the RTS meters in West Dunbartonshire will be turned off however, tenants who still have them are being urged to contact their energy provider as soon as possible to request a smart meter.

Tenants with storage heaters, should ensure their energy company install a SMETS2 five terminal meter.

Tenants benefitting from warmer homes which are cheaper to run

Multi-storey tenants who have switched to smart heating and hot water controls have seen savings in their bills.

One tenant has saved 50% on their electricity bill and says their flat is warm all day thanks to the Connected Response controls and from switching to a smart meter and a different tariff.

Their heaters now charge during the off-peak tariff windows throughout the day, and they have switched some activities such as washing, batch cooking and hoovering to these times too.

Another saved a fifth on their electricity bills simply by switching to the new controls. The savings are possible because the controls have weather compensation meaning they consider the weather forecast for the next day and when it is due to be warmer, can reduce charging because a full charge will not be needed which saves money.

Those who stay in multi-storey properties and use electric storage heaters can get a Connected Response control fitted by contacting Connected Response on 0800 048 9220 to arrange an appointment.

Scrutiny Panel looking for new members

If you are interest in challenging, changing and improving housing services, the Scrutiny Panel want to hear from you.

The group has been operating for more than 10 years and is integral in pushing for change in housing performance. Training, support and expenses are provided.

To find out more, contact Jane Mack on 0789 354 2993 or emailing jane.mack@west-dunbarton.gov.uk.

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 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**

New support for people living with bipolar

Support is now available for people in West Dunbartonshire who are living with bipolar.



Monthly in-person and online support groups provide an opportunity for adults living with bipolar, including family members and friends, to meet in a safe and welcoming space, sharing experiences and learning from others.

The online group meets on the second Wednesday of each month, while the in-person group takes place at Concord Community Centre, Dumbarton, on the fourth Wednesday of each month.

Both groups are run by trained volunteers and focus on peer support and building connections.

All sessions are free to attend with more information and details of how to sign up on the website at <https://bipolarscotland.org.uk/>

Alternatively, you can call 0141 560 2050 or email info@bipolarscotland.org.uk

WAYS TO PAY YOUR RENT

Through your bank...

This is our preferred method for you to pay your rent. It's easy for you and convenient. 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 formie audio.

Try our QUIZ!

For your chance to win a £25 shopping voucher, email your answers with your name, address and contact number by **October 21st 2025** to housingnews@west-dunbarton.gov.uk or you can phone or text your answers to **07983 542993**.

WIN!
£25
SHOPPING
VOUCHER

1. How many calls have the ASB team responded to between April and June of this year?

- a) 1220
- b) 2100
- c) 822

2. Where will the in-person Bipolar Scotland support group meetings be held in Dumbarton?

- a) Meadow Centre
- b) Concord Centre
- c) Levensgrove Pavilion

3. What is the name of the innovative super insulation system in new build properties in Pappert?

- a) Comfycasa
- b) Warmhome
- c) Passivhaus

PREVIOUS QUIZ WINNER

Congratulations to Jane Abisoye from Drumry who won the summer quiz. She was delighted to win and donated her £25 shopping voucher to Hope Community Café and foodbank. The café and foodbank are run by Hope Community Church every Friday 12-2pm at 30 Shelley Drive, Clydebank, G81 3EL where a free lunch and access to the foodbank is provided.



HOUSING
news

Don't miss the next edition of Housing News due out in WINTER 2025

TPAS
Scotland
GOLD ACCREDITED
FOR EXCELLENCE IN
TENANT PARTICIPATION