Council tenant satisfaction on the increase across West Dunbartonshire

Satisfaction among Council tenants in West Dunbartonshire is increasing, according to the latest figures. The 2016/17 Scottish Social Housing Charter Performance Report reveals that more tenants are happy with most areas of the Council’s Housing service when compared to previous reports.

Produced in partnership with tenants, the purpose of the report is to provide accurate information about areas of performance which is of particular interest to Council tenants. This report highlights areas where the Council is performing well and also includes areas where action is being taken to improve.

The satisfaction survey element of the report found that 84% of tenants are now satisfied with the overall service being provided - 12% higher than in 2014. Other measures of satisfaction have also increased, including:

- 78% of tenants satisfied with the opportunities given to participate in WDC’s decision making process (up 27% since 2014)
- 86% satisfied with the quality of their home (up 12% since 2014)
- 75% think the rent they pay represents good value for money (up 8% since 2014)

Councillor Diane Docherty, Convener of Housing & Communities, said: “This survey shows another set of encouraging results and we are happy that most measures of satisfaction are moving in the right direction.

“However, our aim is to keep improving to deliver the best possible service to our residents, so we will be looking at these results in detail to see where we can get better.”

Councillor Iain McLaren, Vice Convener of Housing & Communities, added: “We would like to thank the tenants who agreed to take part in the survey for their valuable contribution. We can only improve if people tell us where we are doing well and where things need to get better.”

Some of the key achievements during the past year include investment of more than £14million to meet housing supply targets; the housing led regeneration of communities resulting in the delivery, so far, of 121 new council homes for rent; delivering a new Homelessness Strategy ‘More than a Roof’, and improved support provided in order to help tenants succeed in their homes.

The report also sets out some of the actions that will be taken during 2017/18 in order to respond positively to the challenges faced and ensure that tenants are provided with good quality homes and services.

Peter Barry, the Council’s Strategic Lead for Housing & Employability, added: “Over the past 12 months we have witnessed the housing service continue to improve with a renewed focus and energy on providing excellent housing and related services.

“This report looks at our performance during 2016/17 and outlines how we have continued to deliver the standards and outcomes that tenants and other customers can expect in terms of the quality and value for money of the services they receive.”

The full 2016/17 Scottish Social Housing Charter Performance Report can be viewed online at https://goo.gl/CZxPoS

The Housing Development team is always open to hearing tenants’ feedback and can be contacted via email at housingstrategy@west-dunbarton.gov.uk

Council tenants are being invited to have their say on rent levels for 2018/19. A consultation on rent levels is underway, with a public meeting held in November, and tenants can still give their views via an online form or using a paper version of the survey.

The Council is committed to improving transparency on how the Housing Revenue Account (HRA) is spent. Rent is the main source of income for the HRA, from which all Housing services are funded.

Developing efficient ways of working, the Council ensures it is getting value for money on the services provided and aims to keep rent as low as possible while still providing a quality service.

The Joint Rent Group is made up of tenant representatives, Housing and Finance staff as well as Housing Convener, Councillor Diane Docherty, so that there is a joint assessment of how well the Council is doing in meeting Scottish Government Guidance on how HRAs should operate.

John Kerr, the Council’s Housing Development and Homelessness Manager, said: “We are committed to providing quality homes that remain affordable to our current and future tenants. Tenants’ views will be used to decide the rent for 2018/19 when the Housing & Communities Committee meets in February and I would urge all tenants to have their say.”

To vote on your preferred option, visit https://goo.gl/hBWV9R or see your Housing Officer for a voting sheet.

84% satisfied with the overall service being provided

This survey shows another set of encouraging results and we are happy that most measures of satisfaction are moving in the right direction”
Council wins TPAS award

West Dunbartonshire Council has won an award for the way it communicates information to tenants.

For the second year in a row, the Council has won the TPAS (Tenant Participation Advisory Service) award for Best Practice in communicating performance information to tenants. The Council’s Housing team was praised for delivering clear, easy to understand information, including via each issue of Housing News and making it easier for tenants to ask questions about performance.

John Kerr, the Council’s Housing Development & Homelessness Manager, said: “We won this award last year and we have further developed information sharing to help tenants hold us to account. This has resulted in more confidence and interaction and the ability to more effectively scrutinise the activities across Housing services.

“Performance information can be off putting to many tenants, but being open and honest has helped convince tenants that their input is valued and worthwhile. We want our tenants to have a growing awareness and knowledge of performance information so that they can challenge performance and help influence service improvements.”

Employees go the extra mile

Employees praised by tenants and residents for going the extra mile have been recognised for their efforts.

The teams from the Council’s Housing and Greenspace teams were personally thanked by Council Chief Executive Joyce White for their contribution this year after being put forward for recognition by residents.

The group included the Housing Operations team for their response to a burst water main in Clydebank.

Feedback on all aspects of Council services can be given online at www.west-dunbarton.gov.uk/feedback

Improvements in Council homes set to increase energy efficiency

Work is continuing on a series of projects aimed at helping to improve the energy efficiency of Council homes and reduce tenants’ fuel bills.

The works, which include enhancing loft insulation, as well as replacing old windows and doors with UPVC versions, will ensure the Council meets the Energy Efficiency Standard for Social Housing.

"We are committed to making our tenants as comfortable and as happy in their homes as we possibly can, and helping them to be energy efficient and to save money on bills is one way of doing that”

The improvements are in addition to a programme of external wall insulation, which has been ongoing over the last few years.

Loft insulation limits heat lost via roofs - reducing the amount of fuel needed and saving money. Tenants who believe they may be eligible for new loft insulation or a top up are asked to call 01389 772084.

New UPVC windows and doors will be fitted to Council houses over the coming months and years and tenants will be contacted to arrange this. The new A-rated energy efficient windows and doors will keep homes secure and warm for years to come.

Installation of external wall insulation has been carried out recently across many homes, helping to reduce heat loss and energy bills for tenants, while also improving weather-proofing, sound resistance and the appearance of buildings.

Councillor Diane Docherty, Convener of Housing and Communities, said: “We are committed to making our tenants as comfortable and as happy in their homes as we possibly can, and helping them to be energy efficient and to save money on bills is just one way of doing that. In addition, it of course helps West Dunbartonshire to reduce its wider carbon footprint, which is a great thing.”

Councillor Iain McLaren, Vice Convener of Housing and Communities, added: “These works will bring all our homes up to the Energy Efficiency Standard for Social Housing and I’m certain tenants will welcome the difference this will make.”

Additionally, the Council is working with Home Energy Scotland, a Scottish Government-funded service that provides free, impartial advice to help people save energy and reduce their gas and electricity bills.

Home Energy Scotland encourages tenants to shop around for energy suppliers and to try reducing their home thermostat temperature by 1 degree. This slight reduction alone could save £80 a year. Also, using super efficient LED light bulbs can save up to £35 a year.

For a range of energy saving tips, visit Home Energy Scotland online at: www.greenscotland.org or freephone 0800 808 2282

Take steps to prevent pipes freezing this winter

Tenants are being urged to check all radiators are working and to leave heating on at a low setting even when the weather is mild to prevent burst pipes this winter.

If the temperature falls below freezing, pipes will be vulnerable to freezing. Dripping water also increases the risk of freezing, so any leaks at taps or valves should be repaired as soon as they are discovered.

Tenants are encouraged to know where to locate the stop valve which controls the water supply to their property. Normally these can be located under the kitchen sink or, in some cases, in or near the bathroom.

The advice if a pipe freezes or bursts is to locate the stop valve which controls the water supply and turn it off immediately. Also make sure the heating is on and call Telephone Building Services (0800 073 8708 or 01389 738220 or Out of Hours 0800 197 1004) and a plumber to attend as soon as possible.

Tenants planning on a break away from home over winter are advised to turn off their water supply and drain the system. Building Services can give further advice on how to do this.

It’s also advisable to give a spare key to a trusted neighbour or family member in case of an emergency.

More advice can be found online at: www.west-dunbarton.gov.uk/housing/maintenance-repairs
Tenants delighted with Drumry refurbishments

Delighted tenants in Drumry are moving back into their new look homes following an extensive refurbishment programme.

The project on tenement blocks across North and South Drumry includes structural works to replace internal walls and upgrade floors, and in addition brand new kitchens and bathrooms were installed along with new central heating.

Soundproofing was also introduced between each floor. The latest to benefit from the upgrades are tenants of Mossglie Drive who are moving back in this month after being decanted from their homes for almost a year to allow the works to progress.

Councillor Diane Docherty, Convener of Housing & Communities, said: "I am delighted that the tenants of this block are moving back home. As well as addressing structural works that were required, the Council took the decision to replace kitchens, bathrooms and heating system so the tenants will be moving back into much improved homes.

"I would like to thank each and every one of them for their patience and understanding throughout these works and I trust they will be very happy with their upgraded homes."

Councillor Iain McLaren, Vice Convener of Housing & Communities, added: "This was clearly a major project and we’re very pleased with the outcome. We went about this the right way by ensuring that, while our engineers were on site and the opportunity was there, we carried out other upgrades that will make these homes even more welcoming and desirable. These works will benefit our tenants for years to come."

Since the project on tenements in North and South Drumry started in 2010, the Council has completed work on 13 blocks. Going forward the aim is to complete two per year until 2021, after which time the focus will turn to blocks which house a mixture of Council tenants and owners.

Tenants moving back into the refurbished and upgraded homes had the opportunity to influence the kitchen and bathroom design, floor and wall coverings, paint colour and also had the choice of USB compatible sockets.

One tenant of Mossglie Drive, Mrs McGowan, is over the moon with her refurbished home. She said: "I was invited up to see the work which had been carried out in the house. I was really pleased with the decor and carpeting. The house is very suitable for disabled living with widening of the doors and suitable lighting.

"I am very pleased with the kitchen, the way it has been designed, and also the bathroom with the walk-in shower. I can’t wait to get back into my house within the next few weeks. The workmanship has been done to the highest standard."

"I can’t wait to get back to my house. The workmanship has been done to the highest standard"

Housing Benefits cap scrapped by Westminster

Proposals to cap Housing Benefits for supported accommodation under new welfare reforms have been dropped by the UK government.

As reported in the last issue of Housing News, the new measures would have capped the rate of Housing Benefit or housing costs for Universal Credit cases, to bring them in line with the rate of Local Housing Allowance (LHA) and would have come into effect from April 2019.

The Council joined other local authorities in warning that the plans could impact on both developing new houses and improving existing stock. The authority was a key participant to a recent report by CIH Scotland which revealed that around 12,000 social tenants across Scotland aged under 35 could collectively face an annual rent affordability gap of up to £8.6 million if the cap on Housing Benefit came into force.

Councillor Diane Docherty, Housing & Communities Convener, said: “This change in policy is positive. Capping Housing Benefit for people living in supported housing at LHA rates would have put homes for some of the most vulnerable people in our community at risk.

“The report of independent research CIH Scotland published in partnership with the Scottish Government clearly showed the full scale of the potential impact this would have had on social tenants under 35 across Scotland.”

The Council is committed to providing safe and welcome homes for our tenants”

The Council is committed to providing safe and welcome homes for our tenants and an example of this can be found in the pages of this issue of Housing News.

I am delighted that tenants of the Mossglie Drive flats are pleased with the major work that has been carried out. While the main purpose of the work was of course to repair structural issues, we took the opportunity to carry out other improvements at the same time, making these tenement flats more desirable places to live.

In addition to that, the Council’s Strategic Plan for the next five years was approved at the last full Council meeting and it includes a commitment to building at least 1000 affordable homes in West Dunbartonshire between now and 2022 in partnership with Housing Associations.

We have ambitious plans to deliver over this term of local government and I look forward to working with you to make improvements for all of our tenants and residents across West Dunbartonshire.
Tenant Scrutiny leads to better services

Tenants are having a direct impact on how the Council's Housing service is delivered as set out in the Scottish Social Housing Charter.

The local independent Scrutiny Panel was set up to monitor and influence the Council’s work on the Charter, which was created as part of the Housing (Scotland) Act 2010 and aims to focus on the wishes of tenants, service users and homeless people.

The Charter is an important tool for tenants to measure how well their landlord is performing and is also valuable for the landlord to help ensure there is no room for improvement, to self-assess performance and to compare itself against other landlords.

The local Scrutiny Panel - made up of Council tenants and factored owners - has recently concluded its third scrutiny exercise, which looked at a new process of tenant visits which sees the Council aiming to carry out the visits within 21 days of occupation.

All of the recommendations from the Scrutiny Panel have been accepted by Housing Services and the Panel will now monitor the implementation of those recommendations.

Councillor Diane Docherty, Convener of Housing and Communities, said: “The Council’s Housing Improvement Board has committed to implementing recommendations made by the Panel, and this gives the tenants confidence to know that they can influence outcomes for themselves and all tenants. We are passionate about hearing direct from the tenants themselves what they expect from our Housing service.”

To see a copy of the latest Scrutiny Panel report, log on to https://goo.gl/bm1PwM or contact Jane Mack on 01389 737281

Ashton View extension to benefit vulnerable people

More people will benefit from supported accommodation following the expansion of a project in Dumbarton.

Following the refurbishment of a neighbouring building, the Supported Accommodation Unit in Ashton View can now provide accommodation for 22 people.

As demand continues for a range of supported accommodation, specifically for single people who have complex support needs, a decision was taken by the Council to refurbish the block next door to the original project increasing provision to 22 bed spaces.

Ashton View originally opened in November 2013 to provide accommodation and support to up to eight homeless people over a 12 week period. Following that, the project then supports residents to move on to either permanent or longer term accommodation, helping to provide sustainable housing for some of the most vulnerable and disadvantaged members of the community.

Councillor Diane Docherty, Convener of Housing and Communities, said: “The Council is committed to providing the best possible accommodation for all of our tenants, and it’s even more important that we do so for the most vulnerable in our communities. I’m delighted to see the progress and expansion at Ashton View which will allow even more people to benefit.”

Registered with the Care Inspectorate, the most recent independent inspection report showed that the project has improved from grade ‘4 – good’ received in July 2014 to ‘5 – very good’ in August 2016. The new grade was given for the quality of care and support and the quality of management and leadership, reflecting the commitment and continued improvement in services demonstrated by the Ashton View team.

Councillor Iain McLaren, Vice Convener of Housing and Communities, added: “The expansion of the Ashton View project was completed in November and will make a significant contribution to the resources which the Council has to ensure a sufficient supply of good quality temporary accommodation available to meet the needs of homeless people.”

“The Council is committed to providing the best possible accommodation for all of our tenants, and it’s even more important that we do so for the most vulnerable in our communities.”

Getting something repaired? Need to cancel? Contact us...

Last year, 6,334 housing repair jobs were cancelled because Council staff couldn’t get access on the scheduled day of repair.

This equates to 15% of all repairs. Any tenant who has received an appointment which is no longer suitable is asked to please call 0800 0738708 to cancel and re-arrange.

The Council is increasing the number of repairs for which appointments can be made for as this is more convenient for tenants. However, the system only works when appointments are kept or when enough time is given to rearrange any that aren’t suitable.
Councillors back Strategic Housing Investment Plan

Plans to build more than 1000 new affordable homes across West Dunbartonshire in the next five years have been given the green light.

The Council’s More Homes West Dunbartonshire Strategic Housing Investment Plan (SHIP) was given the go ahead by councillors, meaning building work can get under way to help meet the demand for social housing.

Councillor Diane Docherty, Convener of Housing & Communities, said: “Good quality, energy efficient, affordable housing helps to improve people’s quality of life. West Dunbartonshire Council is committed to providing high-calibre homes that people can afford to rent.

“The More Homes West Dunbartonshire Strategic Housing Investment Plan isn’t just about building more and more houses. It’s about creating homes that people want to live in, in places where they want to live.”

Councillor Iain McLaren, Vice Convener of Housing & Communities, added: “There is a demand for affordable homes for older people, families and those with additional needs. We’re expanding the supply of homes that are the right type, the right size and in the right place to meet the needs of people in West Dunbartonshire.

“We are already well on track to delivering our target of 1000 new affordable homes by 2021 and I fully expect that the Strategic Housing Investment Plan will take us beyond that.”

The More Homes West Dunbartonshire Strategic Housing Investment Plan is available to view at the Council website or for further information contact the More Homes Delivery Team on 01389 737366.

The homes will be a mixture of Council and housing association properties. As well as new housing for social rent, a mix of housing options are also being developed, including properties specifically for older people, families and people with additional needs.

The first of the 1000 new homes will be delivered before the end of this year with more early next year and include:

- 48 new homes built in Central Radnor Park by Clydebank Housing Association
- 40 new Council homes on an adjacent site at Singer Street
- 30 new homes for social rent in Dalmuir from Link Housing Association
- 10 years.

If you would like to join a scheme which provides targeted ALERTS and community messages from important information providers such as Trading Standards and Police Scotland please register at www.neighbourhoodwatchscotland.co.uk. Alternatively, you can visit your local library or One Stop Shop to pick up a leaflet/registration form.

Doorstep crime is the name given to crimes carried out by bogus callers and rogue traders who call uninvited at your home under the guise of legitimate business or trade. It includes distraction burglary, bogus callers, rogue traders and unscrupulous sales people.

West Dunbartonshire Council is committed to providing high-calibre homes that people can afford to rent”

Remember to recycle

The Council’s Household Waste Recycling Centres at Ferry Rd in Old Kilpatrick and Dalmoak in Dumbarton accept all types of excess household waste, including items for recycling.

The centres will take glass bottles and jars, unwanted clothing, shoes, bags, books, CDs, DVDs, cardboard, paper and any electrical item with a plug.

Garden waste, including real Christmas trees, is also accepted. Also, real Christmas trees can be left alongside household brown bins for collection. Winter opening hours at both centres are 8am to 5.30pm, seven days a week.

Over the festive period, household collections will be made on Saturday, December 23 and Sunday December 24 (instead of on Christmas Day and Boxing Day) and also the weekend of December 30 and 31 (instead of Hogmanay and January 2).

If you plan to go to one of the centres with a trailer or in a van, please call Waste Services 24 hours in advance on 01389 738203 to book in your vehicle.

What three words best describe you? Bubbly, enthusiastic, helpful.

How long have you worked for the Council? 10 years.

Where did you work before West Dunbartonshire? I left straight from school into an apprenticeship with the Council.

What’s your favourite part of your job? One of my favourite parts is being able to help tenants with their enquiries.

What’s the funniest moment you’ve had at work? There are a few, so this is difficult, but being ‘arrested’ dressed as Santa during the office secret Santa stands out!

If you could do any other job for a day what would it be? Interior designer.

How do you like to unwind after a hard day’s work? Beltling my heart out along with the radio on the way home helps!

If you could create an invention to make your job easier what would it be? A magic wand - only because I would like to be able to solve problems instantly.

What’s the best piece of advice you have ever been given? Positive thoughts create positive outcomes.
Tenants & Residents Associations

There are 10 active Tenants & Residents Associations (TRAs) in West Dunbartonshire. Check the list below to see if there is a group in your area. For more information on TRAs, please contact Dawn Conner at Tenant Participation on 01389 737697 or follow West Dunbartonshire Tenant Participation on Facebook.

Overburn and Townhead
February 6
Dumbarton Golf Club, 7pm
Email: ottra01@gmail.com

Risk Street
January 16
St Augustine’s Church Hall, 7pm

Westbridgend
January 16
Community Flat, Lomond Court, 7pm
Email: wbtralmondcourt@talktalk.net

Central Alexandria
January 15
Community Office, 5 Alexander Street, 7pm
Email: catrawd@yahoo.co.uk

Tullibuchan
January 9
Community Flat, 2 McGregor Walk, 7pm
Email: harry_mccormack.tullibuchantr@yahoo.co.uk

South Dreghorn
January 10
Onslow Road Hall, 7pm

Central Radnor Park
February 8 (committee meeting)
The Studio at The Hub, Kilbowie Road, 7.30pm
Email: centralradnorparktra@gmail.com

Duntocher
January 13
2A Carleith Avenue
Contact: Phyllis Gillan 01389 380617

Old Whitecrook TRA
February 5
Clydebank East Bowling Club, 7pm

Community action cuts food waste by 30%

A community group has helped its members reduce their food waste by 30%. Members of the Alexandria Community Food Growing Group are throwing away much less food since they started working with The Leamy Foundation to create growing spaces in the town.

Statistics show that, in Scotland, nearly 600,000 tonnes of food waste is discarded from homes, costing each household an average of £460 per year. The Leamy Foundation encourages growing fruit and vegetables locally and offers instruction on how to cook with the produce, while at the same time enjoying good company and making new friends.

In Alexandria, the most recent success story is the Betty’s Bloomers growing space in the garden space of McAllister Road and Alexander Street, where a total of six raised beds and fruit trees were planted in February.

The group members have access to a green house and compost bins and work together to create growing plans for the year ahead and to support their neighbours who want to get involved.

Following on from the success of the growing project, members formed a Social Cooking Group which shares food using herbs and vegetables grown in community gardens.

By taking responsibility for reducing the amount of food they throw out of their homes, the group is reducing its carbon footprint and so far have recorded a massive 30% reduction per household in weekly food waste, which equates to a saving of £311 per year or £26 per month.

Are you a Council tenant interested in setting up a Tenants & Residents Association? If so, the Council wants to hear from you.

Some of the benefits are:
- Improving your local area
- Gaining greater access to Council services
- Access to training and skills development for yourself and your group

Our Tenant Participation team actively work to develop and support new TRA groups. If you and your neighbours are interested in setting up a group, contact Dawn Conner using the details provided above. More information on Tenant Participation is also available at:

www.west-dunbarton.gov.uk/housing/council-housing/tenant-participation

To join the group or to raise an issue, email: harry_mccormack.wtr@nhs.net or go to www.wetro.org.uk for more information
ELECTED MEMBERS 2017 - 2022

1. JONATHAN McCOLL (SNP)
   Council Offices, Garshacke Road, Dumbarton, G82 3PU
   T: 01389 737511, M: 07769 367035

2. JAMES BOLLAN (SNP)
   4 Endrick Way, Alexandria, G83 0UR
   T: 01389 737506, M: 07803 688766

3. KAREN CONAGHAN (SNP)
   Council Offices, Garshacke Road, Dumbarton, G82 3PU
   T: 01389 737237, M: 07766 511565

4. JIM FINN (SNP)
   Council Offices, Clydebank Town Hall, Clydebank, G81 1UA
   T: 0141 952 8954

5. DENIS AGNEW (IND)
   Council Offices, Clydebank Town Hall, Clydebank, G81 1UA
   T: 01389 738587, M: 07909 891242

6. CAIL CASEY (LAB)
   Council Offices, Clydebank Town Hall, Clydebank, G81 1UA
   T: 01389 738876, M: 07798 890722

7. WILLIAM HENDRIE (SNP)
   Council Offices, Clydebank Town Hall, Clydebank, G81 1UA
   T: 01389 738650, M: 07943 031111

8. DANIEL LENNIE (SNP)
   Council Offices, Clydebank Town Hall, Clydebank, G81 1UA
   T: 01389 738999, M: 07741 296922

9. MARIE MCNAIR (SNP)
   Council Offices, Clydebank Town Hall, Clydebank, G81 1UA
   T: 01389 738743, M: 07909 891237

10. JAMES DICKSON (SNP)
    Council Offices, Garshacke Road, Dumbarton, G82 3PU
    T: 01389 737712, M: 07766 511410

11. CAROLINE McALLISTER (SNP)
    Council Offices, Garshacke Road, Dumbarton, G82 3PU
    T: 01389 737172, M: 07766 512236

12. JOHN MILLAR (LAB)
    Council Offices, Garshacke Road, Dumbarton, G82 3PU
    T: 01389 737882, M: 07961 713003

13. KAREN CONAGHAN (SNP)
    Council Offices, Garshacke Road, Dumbarton, G82 3PU
    T: 01389 737506, M: 07803 688766

14. BRIAN WALKER (CON)
    Council Offices, Garshacke Road, Dumbarton, G82 3PU
    T: 01389 737585, M: 07766 991640

15. LAWRENCE O’NEILL (LAB)
    Council Offices, Clydebank Town Hall, Clydebank, G81 1UA
    T: 01389 738745

16. CLYDEBANK WATERFRONT
    Council Offices, Clydebank Town Hall, Clydebank, G81 1UA
    T: 01389 738876, M: 07798 890722

17. CLYDEBANK CENTRAL
    Council Offices, Clydebank Town Hall, Clydebank, G81 1UA
    T: 01389 738587, M: 07909 891242
Jennifer starts Youth Housing Options role

Young people facing homelessness are to receive additional support.

Although overall homelessness numbers are falling, the number of young people presenting as homeless in West Dunbartonshire has risen and accounts for a third of all applications.

In response, the Council has created a new post of Young Persons Housing Options Worker, dealing specifically with the housing and support needs of people aged 16 to 21. Experienced Housing Officer Jennifer McKechnie has been appointed to this role.

Jennifer has years of experience working in West Dunbartonshire and has a wealth of skills and knowledge enabling her to support clients who have diverse needs.

Jennifer said: “I am excited about having this opportunity to tackle homelessness for this identified group. My priority is to reduce the instances of homelessness or housing crisis among young people. I will achieve this by working alongside the current homelessness and support team and partner agencies, to offer a range of options and interventions at the earliest opportunity.”

The role of Young Persons Housing Options Worker will include information and guidance on employment, education and support services thus ensuring the best outcome and future for the young people of West Dunbartonshire.”

WAYS TO PAY YOUR RENT

In person...
Use your swipe card and pay by:
- cash or cheque
- cheque or Postal Order by post to any area housing office
- credit or debit card

Through your bank...
Pay by standing order or direct debit. This means your rent/Council Tax or debtor account by:
- calling our Contact Centre on 01389 738282
calling our automatic telephone payment service on 0845 303 9487 at any time
calling one of our officers during working hours
logging onto our website: www.west-dunbarton.gov.uk and clicking on the ‘Pay Your Way’ button to go to the payment pages

By telephone/internet...
Use your credit or debit card to make a payment for your rent, Council Tax or debtor account by:
- calling our Contact Centre on 01389 738282
calling our automatic telephone payment service on 0845 303 9487 at any time
calling one of our officers during working hours
logging onto our website: www.west-dunbarton.gov.uk and clicking on the ‘Pay Your Way’ button to go to the payment pages

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, Garshake Road, Dunbarton, G82 3PU. Tel: 01389 737000

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I am excited about having this opportunity to tackle homelessness for this identified group

Deirdre Meikle from Crosslet in Dumbarton was delighted to win the quiz from our Autumn edition. She thinks Housing News is a good way to keep up-to-date with what is going on...and she’s not wrong! She’s pictured here with Tenant Participation Officer Jane Mack.

Try our quiz!
For your chance to win a £25 shopping voucher, send your completed quiz to: Tenant Participation, Housing Development, Garthman Road, Dumbarton, G82 3PU. Tel: 01389 737000

2. How many people can be housed at the upgraded Ashton View? (Please circle) A 22 B 6 C 12

3. How many new homes will be built in the next five years? (Please circle) A 700 B 800 C 1000

4. For how long has Slobhan McGowan worked at the Council? (Please circle) A 2 years B 5 years C 9 years

COMPETITION WINNER

Deirdre Meikle from Crosslet in Dumbarton was delighted to win the quiz from our Autumn edition. She thinks Housing News is a good way to keep up-to-date with what is going on...and she’s not wrong! She’s pictured here with Tenant Participation Officer Jane Mack.