

New Homes

P2

Environmental Sensors

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Tenant Event

P6



PICTURED ABOVE:
Housing officer Diane Morran
and Mill Road warden Shirley Furie

— AUTUMN 2024 —

ACTION PLAN TO TACKLE HOUSING EMERGENCY

A range of measures to tackle the housing emergency in West Dunbartonshire have been outlined in a comprehensive action plan.

The Council formally declared a housing emergency in May as a response to sustained extreme pressure on its homelessness services and the demand for housing outstripping the Council's ability to supply homes.

This trend is being repeated across Scotland and the Scottish Government declared a national housing emergency just two weeks later.

Four main themes are identified within the West Dunbartonshire Council action plan which focus on the delivery and maintenance of homes; making best use of existing stock; enhancing housing access and preventing homelessness; and strengthening the financial viability of existing housing budgets.

Actions arising include ongoing lobbying of key bodies like the Scottish Government to increase Affordable Housing Supply Programme funding which was cut by 24% in West Dunbartonshire. Internally, the action plan will involve the Council increasing the buy back scheme and exploring external funding options enabling more homes to be built.

It will also see additional scrutiny of the Council's current approach to empty homes by reducing void times and reletting long term empty homes, as well as

working in partnership with others to address delays caused with energy suppliers. Homelessness will remain a priority with a focus on prevention.

The Council will also review its own budgets and current funding models to ensure it can deliver an ambitious housing plan.

Chief Officer of Housing and Employability, Peter Barry said: "The staff who work within our housing section do fabulous work day in, day out but this strategy is about how we can work better to get the most out of our budgets and our resources in order to maximise our housing stock.

"The Housing Revenue Account is under unprecedented pressure and, in order to protect this in the long term, some challenging decisions will have to be made on services and spending.

"A vital part of the action plan will also involve sustained engagement with local and national stakeholders, including the Scottish Government, making clear the challenges we face and seeking their input to work together towards a better future for our tenants, which is something we all strive for."

Regular updates from the project board established to implement the action plan will be provided to the Housing and Communities Committee regularly.

A copy of the action plan is available on the Council's website.

Joy for adult learner group after national awards recognition

A group of adult learners from West Dunbartonshire have again been recognised nationally for their work to raise the profile of adult learning opportunities both in the area and among the National Adult Learners' Forum.

West Dunbartonshire's Learner Voice Group won a special recognition award at this year's Adult Learner's Week Awards Ceremony, organised by Scotland's Learning Partnership. The group campaigns for and promotes the provision of community based adult learning, including organising learner events. They were praised for their tireless work in highlighting the positive impact

of adult learning, raising awareness in the community and among politicians.

The group – made up of learners and volunteers attending courses run by the Council's Working4U Adult Learning and Literacies team – were delighted when they received the special award at this year's ceremony having won an honour at last year's event.

For more information about the opportunities available for adult learners in West Dunbartonshire, please visit

<https://www.west-dunbarton.gov.uk/jobs-and-training/working4u/learning/adult-learning/>

Inspectors praise sheltered housing and homelessness services

Staff at the Council's sheltered housing service have been praised for their care and support during a recent inspection.

The Care Inspectorate visited the service during an unannounced inspection in April and were delighted with what they saw.

They found significant strengths in aspects of the care provided and how these supported positive outcomes for people. They also commended the effective leadership and efforts of staff teams who work well together to support clients.

They visited four of the nine Council complexes, gathering feedback from tenants which included comments about how supportive and welcoming the staff are.

Meanwhile, support for homeless people and those at risk of becoming homeless in West Dunbartonshire has also been praised by inspectors.

The Care Inspectorate undertook an unannounced inspection of the Council's Supported Housing Service - which helps vulnerable people over the age of 16 to develop skills to maintain tenancies and address other needs including addiction, health and budgeting support.

The service was awarded ratings of 'Very Good' and 'Good' in categories which include Wellbeing, Leadership, Staffing and Care.

For more information on how to apply for sheltered housing please visit

<https://www.west-dunbarton.gov.uk/housing/sheltered-housing/apply-sheltered-housing/>

or call the allocations team on 01389 737661.

TWO MAJOR DEVELOPMENTS TAKE GREAT STRIDES FORWARD

Work on two key developments is progressing with sites at Clydebank East and Mount Pleasant taking strides forward.

West Dunbartonshire Council is responding to an increasing demand for properties for older members of the community with the new development in Old Kilpatrick.

The site of the former Mount Pleasant Care Home in Old Kilpatrick is currently being transformed into 19 one and two bedroom homes including three bungalows and four wheelchair adapted flats.

The properties are designed to Housing for Varying Needs and Dementia Design standards and promote independent living for tenants over the age of 60.

Existing tenants who may be eligible for one of the properties can join the transfer waiting list to be considered for this development. A move would suit tenants looking to downsize to a property which will suit their needs as they get older, also helping to free up larger family accommodation for those requiring the space.

The net zero development centres around a community garden and shared space. All properties are energy efficient, using sustainable methods of heating. Flatted properties will have lift access and private outdoor space comprising of a balcony or garden area.

The site is located in the heart of Old Kilpatrick within walking distance to shops and restaurants as well as rail and bus routes.

Meanwhile, the first homes at the development in Clydebank East (pictured) are set to be handed over in



the coming weeks.

The site between Glasgow Road and Mill Road comprises 88 units including a variety of three, four and five-bedroom homes, wheelchair accessible bungalows as well as flatted properties.

All the properties will be net zero with 42 flats heated from its own mini district heating system and the rest serviced by their own air source heat pumps.

This site is owned by the Council and will be allocated to those on the housing waiting list. The allocation of the homes will give priority to existing Council tenants with 70% of properties going to tenants currently in unsuitable housing and the other 30% going to homelessness applicants and those on the housing waiting list.

New homes development includes properties for larger families

Work has begun on an energy efficient housing development in Bonhill which includes properties suitable for larger families.

The 26-home development in Pappert will include five, four-bedroom properties in response to greater demand from larger families within the area.

The site will also include six Passivhaus homes in a first for West Dunbartonshire, alongside a further 20 homes designed to achieve operational net zero carbon.

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

“This development is extremely important in responding to the changing needs of our residents.”

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

The net zero homes will also ensure energy efficiency - helping to reduce tenants' fuel bills. Funding to match the Council's financial commitment for the project has come from the Vacant and Derelict Land Fund as well as the Affordable Housing Supply Programme through the Scottish Government.

It is the latest house building project in the area aiming to meet unprecedented demand for social housing.

Chief Officer of Housing and Employability, Peter Barry, said: “This development is extremely important in responding to the changing needs of our residents.

“Not only does it meet the demand for larger family homes in order to reduce the risk of overcrowding but these properties are energy efficient and sustainable with some of them adopting innovative Passivhaus standards in a first for West Dunbartonshire.”

Help to Downsize



There are a number of incentives for anyone thinking of downsizing, which would free up larger properties for families on the Council's housing list.

Tenants who downsize are given priority points, assistance to move, or decoration packages, aiming to make the process easier.

Chief Officer of Housing and Employability, Peter Barry, said: “We require additional larger homes to meet the needs of many families currently on our waiting lists. I appreciate that moving can be an upheaval but we will do everything we can to minimise that and I would encourage anyone living in a property too big for their needs to consider this option.”

Any tenant who would consider downsizing should contact their Housing Officer to discuss.

To find out more about downsizing, contact your Housing Officer, email estate.management@west-dunbarton.gov.uk or phone 01389 737661



Homeswapper is a free online service which holds details of mutual exchanges within West Dunbartonshire and elsewhere.



To register for Homeswapper tenants should visit <https://www.west-dunbarton.gov.uk/external-links/housing/home-swapper/> or contact their Housing Officer for more information or assistance.

Anyone who wishes to be considered for a Council property should complete the online form at <https://www.west-dunbarton.gov.uk/housing/council-housing/tenancy-and-allocations/housing-applications/> or by calling 01389 737661 and selecting Option 2.

For those already on the transfer list, current applications can be updated to request consideration for a property at any of the new developments, depending on eligibility.



Trishaws help people get around Levensgrove Park

Friends of Levensgrove Park recently launched their latest exciting project which will help open up the park for more people to enjoy.

Volunteer pilots will now be riding trishaws round the park, aimed at older people and those with mobility issues.

The trishaws are power assisted and can safely take two seated passengers with all volunteer pilots having undergone training including a test and have an up to date PVG certificate in place.

Friends of Levensgrove had been successful in securing funding for the two trishaws from the Dr AK Glen Trust which is administered by the Council and one of the trishaws is named Glen in his honour. The other trishaw is called Binnie after the late Andy Binnie who had been a devoted Friend of Levensgrove and led inspirational walks in the park.

Cathy Duncan from Manse Gardens sheltered housing was one of the first trishaw passengers. She said: *"It was a rainy day but being on the trishaw was cosy and great fun and was a lovely way to see round the park, I really enjoyed it."*

The group have been in contact with local care homes, sheltered housing and disability groups offering free rides on Wednesdays from 11am until 3pm.

More information on the group's activities can be found on their Facebook page or by email to CWASLevensgrove@outlook.com



Picture are Cathy Duncan and Agnes Anton on the trishaw with volunteers Ann, Liz, Bob and Rocky.

Tenants stress importance of being kept informed about timeline for home repairs

Responses to a recent tenant survey have confirmed that tenants believe it is important that they are kept informed when it comes to repairs.

Almost all (92%) of the responses received as part of the Council's consultation on the repairs policy stressed the importance of communication.

Over 1000 tenants fed back to the consultation. The majority said that, when repairs are reported, they valued being given a target timescale for completion, that appointment dates were agreed with them and that works are completed at the agreed appointment and within timescales where possible.

The feedback has been key to informing the updated policy which will provide clearer information on which repairs are the Council's responsibility and which lie with the tenant.

It will also outline the level of service tenants can expect around repair appointments and target timescales.

Chief Officer of Housing and Employability, Peter Barry, said: *"It is vitally important that we are aware of the priorities which tenants have so we can build our services around them."*

"It is equally vital that tenants take the opportunity to give feedback when they can so they can positively influence the decisions which are taken. I want to thank

those who took part in this consultation."

Meanwhile, tenants are also reminded of their responsibilities to maintain their home to a good standard.

As a landlord, the Council has an obligation to carry out the majority of repairs at no cost to the tenant however some tenants cause damage either deliberately or through neglect or misuse.

In these circumstances they will be recharged by the Council for repairs where the damage can be attributed to the wilful, accidental or negligent actions of the tenant, their family or visitors.

Not doing so would deprive the Council of much needed income and increase the cost of the service and rental levels for tenants.

Tenants are also responsible for allowing access to their homes for repair and maintenance work.

Allowing access is vitally important when this is related to safety as the Council is required by law to carry out a gas safety check once a year and an electrical installation condition report in tenants' homes every five years.

If access is not provided for these checks, the Council can force access to a property under the terms of a tenant's tenancy agreement and the tenant will be recharged for the cost.

Walking is good for the body and mind

Residents are being encouraged to get out and walk which has benefits for both physical and mental health.

A mile can be reached in 20 minutes and walking children to school, for example, is a great way to build this form of exercise into a daily routine. It also shows good habits to the younger generation.

There are also opportunities to walk with others with more information available at <https://wdcvs.com/events-and-activities/> or by calling 0141 941 0886.

There is also information on local walks at: <https://www.west-dunbarton.gov.uk/leisure-parks-events/countryside-facilities-and-wildlife/countryside-and-leisure/>



Fire hazard warning over storage and charging of mobility scooters

Tenants in West Dunbartonshire are being warned against storing mobility scooters in communal entrances, hallways and bin stores as they could pose a fire hazard.

The storage of mobility scooters in these areas was highlighted as a fire safety issue by both the West Dunbartonshire Council Fire Risk Officer and the Scottish Fire and Rescue Service (SFRS).

As a result, West Dunbartonshire Council has introduced mobility scooter guidance on how this equipment should be stored and charged and, in addition, has amended its tenancy agreement to include information about safe storage.

The advice is being provided to tenants with a class 3 mobility scooter, as these are larger than class 2 scooters and more difficult to keep in individual properties.

The SFRS, under their enforcement powers, already inform residents that they should not store or charge scooters in any common parts of a building as they can be a hazard within escape routes. They also recommend it is good practice for tenants to receive home fire safety visits, which has been incorporated in the Council's updated guidance.

The Council has already begun working with the small number of tenants who have a class 3 scooter, and updated guidance has been discussed with West Dunbartonshire Tenants and Residents Organisation (WDTRO) and sheltered housing residents.

Storing of equipment in communal areas also applies to electric scooters, e-bikes, bikes, motorcycles and prams.

Chief Officer of Housing and Employability, Peter Barry, said: *"We recognise how important mobility scooters can be in helping people retain their independence, but it is vitally important that these are stored and charged in a responsible way which keeps everyone safe at home."*

"That is why the guidance has been provided so that this equipment is not at risk of posing a hazard."

Tenants who have questions on this or any aspect of their tenancy should contact their housing officer. A copy of the mobility scooter guidance is also available on the Council's webpages.

SPECIAL REPORT ON AIR QUALITY

Simple steps can be taken to make sure that homes are well ventilated which can bring positive benefits all round.

Here, answers are provided to some of the main plus points around maintaining good air quality at home and how this can be achieved.

Why is the quality of the air in your home important?

If your home is not getting enough fresh air, either through fans or opening windows and doors, then carbon dioxide (which is produced when humans and animals breathe) can build up.

If carbon dioxide builds up it can make homes or rooms feel stuffy, but it can also make certain health conditions, like asthma and COPD worse. High levels of carbon dioxide can also make people feel drowsy and cause them to suffer headaches.

What can you do?

Opening all windows for at least 15 to 20 minutes daily to let in fresh air is a great starting point. Even better, if this can be done in the morning after all windows and doors have been closed overnight. If there are multiple people and pets in the home, it is recommended that windows remain open even longer.

Opening windows will also help reduce the humidity in a home, making it easier to heat so it is important to do this even on colder days.

What are West Dunbartonshire Council doing to help?

The Council is making good progress in installing environmental sensors and aim to have them in all Council homes over the next five years. They are a critical part of helping improve housing conditions by proactively identifying issues including air quality and dampness.

Additional Building Services Officers are currently in the process of being recruited and they will be tasked with monitoring the sensors and contacting tenants to establish the cause of anything concerning. They will take remedial action and give help and advice too.

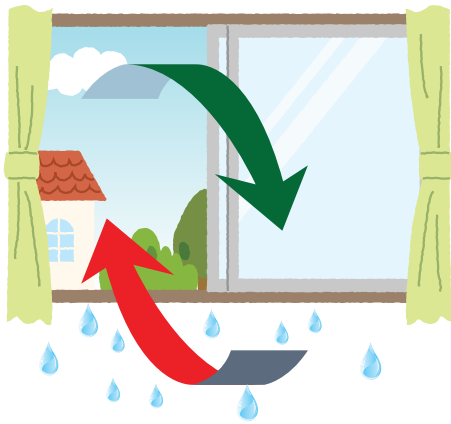
Chief Officer of Housing and Employability, Peter Barry, said: "This is an important project which joins three Council teams; Development, Housing Operations and Maintenance to deliver a range of benefits to tenants including improved air quality. The devices are non-intrusive but they allow staff to proactively manage, and ideally prevent, any instances of dampness and mould which develop.

"Most importantly, by using the app, it gives tenants information on the health of their home and the ability

to do something about it for the benefit of the whole household."

Reporting repairs is also an important strand to this approach as this will ensure any equipment involved in heating and ventilation of properties is operational and efficient. As well as tenants reporting repairs, Building Services Officers will help ensure that remedial action is effective and that issues can be monitored.

Repairs can be reported by calling 0800 073 8708 or online at <https://www.west-dunbarton.gov.uk/housing/maintenance-repairs/repairs-to-council-property/>



Environmental Sensors - Myth Busting

More than 800 Council homes now have environmental sensors installed. These are an important resource for both the Council and for tenants to be able to get the best out of their properties.

As the rollout continues, it is vital that tenants understand their purpose and how they can be beneficial.

Here, answers are provided busting some of the myths around the role of environmental sensors.

Are they dampness sensors?

No, the sensors track temperature, humidity and, in some rooms, carbon dioxide. Tracking these helps determine if dampness could be present or if the conditions are right for dampness/mould to develop. This information allows the Council to work with tenants and help prevent dampness or mould forming.

Do the sensors remove dampness?

No, the sensors cannot remove dampness, but they can help the Council to know where to look so work can be targeted.

My cupboard sometimes gets mouldy, why aren't you putting sensors in there?

Places which don't get any fresh air can get mouldy and there is an increased risk if wet jackets are stored here. Rooms in which people spend time in are the main focus and location for the sensors because if there is mould or dampness in these places it will have the biggest impact on someone's health. Fresh air can help unheated spaces, such as cupboards, be less mouldy.

Are the sensors using my electricity?

The central hub which is located next to the electricity

board uses very little electricity, around 1p per day, and the sensors have 10-year batteries in them so do not use any electricity. Tenants shouldn't notice any difference in bills.

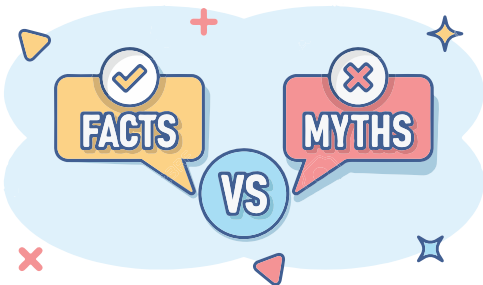
Are you tracking what I do in my home?

No. Notifications are provided to the Council when the temperature, humidity or carbon dioxide measurements reach a certain level and merit further investigation. There are no cameras or microphones in the sensors. They are very similar to smoke detectors and carbon monoxide detectors already installed in your home. The Council will stop receiving information if the sensor is removed from the wall and you may be contacted to ask you to reconnect.

Can I see the information the Council receives about my home?

Yes. Once you download the tenant app you can see the same information that the Council receives. The app will provide hints on measures which can be taken to improve ventilation in the home.

Tenants who have a sensor fitted and would like to be set up on the app, should email enviro-sensors@west-dunbarton.gov.uk



Case Study

A property was flagged to the Council because the environmental sensor was continually recording a high level of humidity but, besides a little condensation on windows, the tenant had nothing to report.

There was no sign of mould or damp inside the home.

The building standards officer was asked to attend and identified a broken down-pipe which meant an external wall was wet.

This was driving up the humidity in the home and would have eventually presented as damp and mould.

Thankfully it was caught early before there was any major and expensive damage to the property and the air quality improved for the tenant.

“You said...We did...” using feedback to improve services

Tenant feedback received through surveys and other interactions continues to be influential in making improvements to service delivery.

All contact with tenants is important and includes positive experiences as well as those which lead to suggestions where services can be adapted or where information provided to tenants can be improved.

The Council aims to ensure services are delivered to the highest standard possible and some examples of actions based on tenants' opinions and experiences over the past year are outlined here.

Chief Officer of Housing and Employability, Peter Barry, said: *“These are some of the changes that have come about because we listen to feedback from tenants which we receive, whether this is from comments on satisfaction surveys, issues raised by Tenant and Residents Associations or issues raised with elected members.*

“We all want to make sure we are delivering the best service we can and that’s why feedback from tenants is acted upon as far as possible”.

You said...	We did/we will...
You said you were not satisfied with the level of cleanliness in multi storey flats.	We have introduced a rolling programme of deep cleans in each of the blocks.
You said you were not satisfied with level of decoration when offered a new tenancy.	We have introduced a pilot scheme providing decoration vouchers to new tenants.
You said communication was poor when lifts were not in operation due to faults or planned maintenance.	We have reviewed and updated the lift protocol to ensure better and quicker communication to all affected tenants.
You said that an enhanced level of CCTV coverage in multi storey flats was important.	We have developed a plan to deliver this as part of our capital investment programme.
You said there should be more information available to support the process of applying for housing.	We have included more information about our housing stock and its availability on our website.

Council stays accountable as a social housing landlord

Tenants are encouraged to get involved in scrutinising the performance of West Dunbartonshire Council as a social housing landlord, playing a vital role in ensuring high standards.

Tenant involvement is a key aspect of the Scottish Social Housing Charter which aims to improve the quality of housing services that are provided by setting out the standards and outcomes that all social landlords should aim to achieve.

Each year all social landlords are required to submit data outlining performance against the charter indicators to the Scottish Housing Regulator, who monitor how well landlords are achieving the charter outcomes.

A recent report, presented to the Council’s Housing and Communities Committee outlined that, of the 31 key indicators in the report, 16 met the annual target set, with another five narrowly missing this target. Overall, this translates to 68% of these key indicators either meeting or almost achieving target and was an improvement on 2022/23 when the figure was 64%.

Tenant participation includes the involvement of the West Dunbartonshire Tenants and Residents Organisation in scrutinising the housing service and a joint rent group, ensuring tenants are getting best value, comprising tenants, Council officers and the Convener of Housing and Communities.

The West Dunbartonshire Scrutiny Panel also continues to look at specific areas of performance. They are currently working on their eighth report looking at the service received by tenants in terms of reporting and getting repairs carried out.

The Council is also required to submit an Annual Assurance Statement to the Scottish Housing Regulator, in which it is stated how well the Council are meeting charter outcomes and other statutory and regulatory obligations on housing and homelessness.

This is available on the Council website.

A comprehensive assessment of performance against the charter outcomes has informed a series of actions aimed at delivering improvements across all areas of the housing service.

An annual charter performance report for tenants based on this assessment will be published online at the end of October 2024 and a summary will be provided to every tenant in the winter edition of the Housing News.

Tenants interested in reviewing housing performance can call or text on 07983542993 or email: jane.mack@west-dunbarton.gov.uk.

Get involved

The WD Scrutiny Panel is looking for new members to help them assess and make recommendations to improve housing performance. Training and expenses are provided.

For more information contact Jane Mack on 07983542993 or email jane.mack@west-dunbarton.gov.uk

Tenant’s voice with Frances McGonagle



Tenants together have a stronger voice

We have seen a welcome increase in tenant group activities and new members which is great to see and helps keep everyone motivated. Being in a tenant group can be really rewarding but I would urge all tenants to get involved in whatever way they want – whether it’s giving your views in surveys or attending a walkabout, it can help improve housing services for everyone.

Seeing what needs done is only the start, as the key part is getting things done and that is where it can get frustrating but we do at least have opportunities to raise problems with

managers and the Housing Convener to get them resolved. Monitoring the walkabout updates and the Tenant Priority Budget at liaison meetings has helped put a focus on these which is good and we will continue to pursue these until all are up to date. The Tenant Priority Budget is great because it allows tenants to put forward proposals, but we need to see them getting done quicker and I hope that will now happen.

If you have an issue you think we should be looking at please get in touch. You can contact us by email to harrymccormack.wdtro@gmail.com or through Facebook.

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

TENANTS REFLECT ON ACHIEVEMENTS AND AIM TO BUILD FOR THE FUTURE

Tenants joined housing staff at a recent event to reflect on achievements and build for the future.

The Making a Difference event, held at Clydebank Town Hall and planned in partnership with the West Dunbartonshire Tenants and Residents Organisation (WDTRO), also focused on how tenants can get more involved in housing matters.

Representatives from Tenants and Residents Associations (TRA), WDTRO, the Sheltered Housing Forum and Scrutiny Panel all attended.

Groups shared details of what they have been working on over the last year and how they are increasing their numbers.

Elaine Neeson from Westbridgend talked about the clothing bank and weekly coffee mornings that she runs while Harry McCormack from Tullichewan spoke about the activities arranged by the local TRA and the success of their community walkabouts.

WDTRO members were given tenant champion awards for their ongoing work and Elaine Neeson was given an award for best community initiative. Council contractor CCG donated £200 in shopping vouchers which four lucky attendees shared.

Frances McGonagle, chairperson of the WDTRO said: *"It's really encouraging to get together and hear about what different groups are doing and the impacts they are*



Pictured are prizewinners June Todd, Cathy Duncan and James O'Driscoll

having. It doesn't take big numbers to make a difference but we want more tenants to get involved so that we can continue to improve the housing services we receive."

Details of the event are available on the Council website at: <https://www.west-dunbarton.gov.uk/media/1fnpgs4e/tenant-event-report.pdf> To find out more about getting involved, call or text Jane Mack on 07983542993 or email jane.mack@west-dunbarton.gov.uk

Helping veterans find their perfect home

West Dunbartonshire Council has matched a veteran to a suitable property in a first for the local authority.

Edinburgh-based charity Veterans Housing Scotland (VHS) provides homes for disabled veterans across Scotland and recently managed to secure its first nomination tenancy with the Council.

They are keen to work with local authorities, social landlords and housing associations to secure more homes for the veterans they support, typically those experiencing mental or physical disability challenges.

West Dunbartonshire Council sourced a suitable two-bedroom property in a central Clydebank location for a disabled veteran who had been wanting to move to the area.

Speaking about the nominations process, the new tenant said: *"My experience of West Dunbartonshire Council was of efficiency. They followed through with my requests and I am very pleased with the service."*

Chief Officer of Housing and Employability, Peter Barry, said: *"I am delighted that this initiative is bearing fruit.*

"It is incredibly pleasing that this individual has been able to find a suitable home and I wish the tenant lots of happiness here."

“ I am very pleased with the service ”

Raising awareness about violence against both women and girls

This November, the West Dunbartonshire Violence Against Women and Girls Partnership will be raising awareness about prevention work undertaken locally and highlighting services available to victims and survivors.

Violence Against Women and Girls is a huge human rights, equality and public health issue affecting the whole of society and not just individuals directly impacted.

West Dunbartonshire has the fourth highest number of domestic abuse incidents reported to the police per 10,000 population in Scotland, where four out of five

victims are women and so raising awareness locally is key.

The 25th of November is the International Day for the Elimination of Violence Against Women and marks the beginning of the 16 Days against Gender-Based Violence global campaign, which calls for the prevention and eradication of this sort of violence and abuse. It lasts until the 10th of December, International Human Rights Day.

For more information on support available in West Dunbartonshire see:
www.wdhscp.org.uk/violence-against-women-and-girls/

Westbridgend tenants feel welcome in refurbished common room

Tenants at Westbridgend sheltered housing are enjoying having a common room again.

A full refurbishment of the communal area was recently completed to make the community flat wheelchair accessible providing a common room, kitchen and bathroom for tenants as well as an office space for the warden.

A range of activities are being put together for tenants including a Friday breakfast club which has already been a great success.

Wardens are welcoming tenants to a meeting in the common room to chat about the use of the room and the type of activities they would like to see available.

Margaret Noonan who has stayed at Westbridgend for five years said: *"The breakfast club is very popular and I'm delighted with the refurbishment of the common room. Ann, our warden is working hard to get more activities on offer. I have nothing but praise for her because she does such a great job."*

Stuart McWilliams lives at Westbridgend and is an active member of a number of community groups including community choir SING-ergy. He has also enthusiastically welcomed the breakfast club. Stuart said: *"It's great for social interaction and I enjoy going along for my breakfast on a Friday. Ann, the warden, is a human dynamo and works so hard for us."*



Pictured are some residents enjoying the new breakfast club

West
Dunbartonshire
COUNCIL

ELECTED MEMBERS 2022 – 2027

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4 KILPATRICK

BY-ELECTION
TO BE HELD
IN DUE COURSE

POSITION TO BE FILLED
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M:

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CENTRAL



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know your
councillors

More info here:



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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**

PROTECT YOURSELF AGAINST FLU

Flu is common every winter and usually spreads when an infected person coughs and sneezes.

The best form of protection is vaccination.

Flu spreads when droplets land on surfaces and when people touch them, they too can become infected.

As well as normal cold-like symptoms, flu symptoms include fever and chills, muscle pain and sickness and diarrhoea.

To prevent passing flu to others you should cover your nose and mouth when coughing and sneezing, dispose of tissues in a bin and wash your hands with hot water and soap or use a hand sanitiser.

For more information, visit

<https://www.nhsinform.scot/healthy-living/immunisation/vaccines/flu-vaccine/>

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 completed entries with your name, address and contact number by 21st Oct 2024 to: housingnews@west-dunbarton.gov.uk

Alternatively, you can phone or text your answers to 07983 542993.

WIN!
£25
SHOPPING
VOUCHER

- To help older members of the community and those with mobility issues enjoy the area, trishaws have been introduced into which West Dunbartonshire park?
 - Dalmuir Park
 - Christie Park
 - Levensgrove Park
- Which resource at Westbridgetend has reopened again after refurbishment?
 - Laundry room
 - Common room
 - Community garden
- Forty-two flats at the new Clydebank East housing development are being heated via what source?
 - A district heating system
 - Wind power
 - Gas central heating

PREVIOUS QUIZ WINNER

Congratulations to Robert Johnstone of Ellinger Court, Clydebank who won the quiz from the summer edition. Robert said he always reads Housing News and was really happy to win the £25 shopping voucher.



HOUSING
news

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

