



New Building Services Officers

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SUMMER 2025

Repairs policy which will bring benefits to tenants now up and running

A new repairs policy which provides tenants with more information while improving the service has now been fully implemented.

The revised policy was drawn up following consultation with tenants last year with the feedback provided being integral in ensuring the policy meets the needs of both tenants and the Council.

Effective communication is a key factor for tenants and the policy outlines an enhanced level of service that tenants can expect around repair appointments to improve the information provided.

This includes text or emails sent to confirm a repair appointment, reminders being sent the day before an appointment and a further message on the day of the appointment confirming the operative is on their way.

To fully benefit, it is important that contact details are kept up to date and this can be done at any time when in contact with the housing service, including when a repair is first reported.

Other important elements of the new policy include providing clearer definitions of the different repairs categories and reducing the target timescales for carrying out urgent repairs, which aims to improve the overall service that tenants receive.

The Council also needs help from tenants to ensure they know what responsibilities lie with them and what they can expect from the repairs team and the policy provides clear information about this.

By working together, properties will be maintained to a good state of repair, deliver better value for money and ensure high rates of customer satisfaction with the service.

The full policy is available on the Council's website, with a BSL video outlining the key elements also available at <https://www.west-dunbarton.gov.uk/housing/maintenance-repairs/responsive-repairs-policy/>



Repair appointments – importance of keeping contact details up to date

Tenants are being encouraged to ensure property access is available on the day of their repair appointments.

Once the notification is received, if the tenant wishes to reschedule a new appointment they are prompted to make contact within three working days.

Information on how to contact maintenance and repairs is contained within the text and email notification.

If after three days no contact is made, the repair order will be cancelled.

When a single trade repair order is reported, Building Services will always offer an appointment. Tenants will receive a text or email confirmation, along with reminders of appointments.

All efforts and attempts to gain access into the property will be carried out but it is also imperative that the tenant is there to provide access when required. That is why it is vitally important for contact details to be kept up to date.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal, said: "When repairs are required to be carried out at a property, no-one wants to wait longer than necessary.

"Tradespeople not being able to access a home they are scheduled to visit is a drain on their time. The majority of tenants are available to provide access when required and we know that unexpected things can happen from time to time but following the simple steps below can help everyone."

Tenants should follow these simple steps to assist:

- Please make sure your contact information is up to date
- Please advise if you have any individual circumstance that might take you longer to get the front door
- Confirm as soon as possible if you need to change the appointment date and time
- Advise if there are any restrictions to accessing the main door entry system when reporting a repair.



Development on awards shortlist

One of the Council's newly-completed housing developments has been shortlisted for an honour at this year's Scottish Home Awards.

The site at Clydebank East which was recently completed is nominated in the social housing development of the year category (social rent under 100 units).

Winners were due to be announced as this edition of Housing News went to print.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal, said: "The development at Clydebank East is a fabulous site offering homes which are tailor-made to tenants needs. It is a bright, open development with communal areas, also offering excellent transport links

"I am delighted this project has been recognised on a national level."

Meanwhile, the development of amenity housing for older members of the community on the former Mount Pleasant Care Home site (pictured) has finished ahead of schedule and on budget.

And an energy efficient development of homes in Pappert, Bonhill recently welcomed tenants after building work was completed.

This is a Council first with some of the homes being developed using 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.

There are also five, four-bedroom properties on the site in response to greater demand from larger families within the area.



Big benefits from digital tenancy resource

A brand new all-digital tenancy resource is making it even easier for Council tenants to get their homes set up.

Getting Started in Your New Tenancy has been developed in Microsoft Sway in an easy-to-use format.

This streamlines the process for both tenants and Housing Officers, bringing most forms into one easy-to-use resource.

It covers getting energy supplies set up, Council tax, managing tenancy and accessing community care grants, if applicable. It also covers rent payments and benefits as well as providing a list of handy contact numbers. It links to the tenant handbook and advises about new tenant visits which will be organised within eight weeks by the Housing Officer.

Another major benefit is that for those who open the document on their own device in their respective language, it will translate to that language. It has already been successfully tested in Ukrainian, Russian, Pashto, Dari, Farsi and French.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal, said: "This is great news for tenants who can get access to the majority of documents they need in one place.

"It provides an easy step-by-step guide on how to get a new tenancy up and running, giving tenants the chance to settle into their new home quickly and comfortably."

Support for those experiencing domestic abuse

Domestic abuse is a pattern of behaviour that can come in many forms.

It is used to gain power and control over another person.

The abuse can be physical, sexual, financial, psychological or emotional. It includes threats of actions that can frighten, intimidate, manipulate, hurt or humiliate the victim.

The abuse can happen in the home or elsewhere including online and it can happen to anyone regardless of age, race, gender, sexual orientation, faith or class.

Domestic abuse may also include children, other relatives or household members.

No-one should have to tolerate domestic abuse and if you, or someone you know, is experiencing or has

experienced domestic abuse, there is support available.

To find out more about both local and national services, visit <http://www.wdhscp.org.uk/violence-against-women-and-girls/>

The Council also provides direct support through it's No Home For Domestic Abuse programme giving added support to victims of domestic abuse. More information is available by calling 01389 738510 or contacting your Housing Officer.

For those without internet access they can phone the Scottish Domestic Abuse and Forced Marriage helpline on 0800 027 1234 which is available 24/7. They are also contactable by text and WhatsApp on 07401288595.

If you or someone you know is in immediate danger or it is an emergency, please call Police Scotland on 999 immediately.

Tenants' ideas get implemented

Improvements are currently being made within community gardens at Manse Gardens and Inler View thanks to the Tenant Priority Budget.

There is £200,000 available for 2025/26 for ideas for improvements which relate to a building or land owned by the Council's Housing service.

Previous projects include upgrading planters at Littleholm, an accessible seating area at Westbridgend and additional raised beds for the community garden at Mill Road Sheltered Housing.

For more information or to apply, see <https://www.west-dunbarton.gov.uk/housing/council-housing/tenant-participation/tenant-priority-budget/> or contact Jennifer McKechnie on 07823664247.



Help towards the cost of being a parent – starting from pregnancy

People who are pregnant or have a child aged under three and are on benefits could get additional help to buy healthy foods.

Best Start Foods is a prepaid card which is topped up on a monthly basis and covers the likes of milk, vegetables, fruit, eggs and infant formula.

More information is available online at www.mygov.scot/best-start-grant-best-start-foods

Tenants and residents who think they may be eligible can also call Social Security Scotland for free on 0800 182 2222 to start their application. The opening times are 8am to 5pm, Monday to Friday.

British Sign Language users can use the <https://contactscotland-bsl.org/> to contact Social Security Scotland by video relay.



Conveners' Column

A busy but productive 12 months

Just over a year ago, I stood up at a meeting of the Housing and Communities committee and declared a housing emergency in West Dunbartonshire.

At that time, the Council had recently been advised that the Scottish Government was cutting the Affordable Housing Supply Programme allocation to West Dunbartonshire by 27%. This equated to £2.873m for 2024/25.

Thankfully this money has now been reinstated but it was not backdated meaning the funding reduction for 2024/25 was lost resulting in a shortfall for the Council.

During the past year, a significant amount of work has been undertaken by the Housing section focusing on ensuring we have a sustainable housing stock for those who currently stay in West Dunbartonshire and others who may wish to move here in future.

Over this time work on our ambitious house building programme has continued at pace with a number of projects recently completed including amenity housing for older members of the community at the former Mount Pleasant Care Home site in Old Kilpatrick, an energy efficient development at Pappert in Bonhill and a key regeneration site with 88 homes at Clydebank East.

It is testament to the hard work of all areas of the Housing department in making these plans a reality. I am delighted that many people will now be taking up their new homes and settling in over the summer.

To help ensure that the right properties are available for tenants, it is also important for those who have more space than they need to apply 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 smoother. It may also be cheaper to run and heat a smaller property, giving an added benefit to those making the move.

If you are thinking of downsizing, you can contact your housing officer, email estate.management@west-dunbarton.gov.uk or call 01389 737661.

The progress made over the last year since the housing emergency declaration has not been exclusively around house building or freeing up homes from people switching accommodation.

The Council have also reduced the use of bed and breakfast accommodation and saw a decrease in the number of people currently classed as homeless.

Work will continue on both of these areas to further improve outcomes for the people of West Dunbartonshire.

I hope you all get the chance to enjoy some good weather this summer and I look forward to catching up in the autumn edition of Housing News.

One year on from housing emergency declaration

Progress is being made to address increased demand for housing across West Dunbartonshire a year after a housing emergency was declared in the area.

Actions taken so far have led to reduced use of bed and breakfast accommodation, reduction in breaches of the Council's legal duty around use of unsuitable accommodation from 68 in 2023/24 to 26 in 2024/25 and reducing the number of people currently classed as homeless.

The two key reasons why an emergency was declared was because of continued increased demand particularly on homeless services and a lack of homes with funding from the Scottish Government through the Affordable Housing Supply being cut. This has been restored for 2025/26 but the reduced monies in 2024/25 still have an impact on the service.

A project board was created by the Chief Officer of Housing to oversee the action plan and has met monthly since being established.

The most significant event as part of the housing emergency declaration action plan was held in February this year when stakeholders gathered to discuss ways to address the emergency and improve future access to housing in West Dunbartonshire.

Over 80 agencies attended including local housing associations, support agencies, health and social care colleagues, house builders, the Scottish Government and elected members. From the event, the Council agreed seven new actions which will be added to the action plan.

An update is provided to the Housing and Communities committee every three months with the documents available to view online through the Council's website.

Don't ignore your electrical safety appointment

All properties must have their electrics checked every five years, according to new legislation.

The Electrical Installation Condition Report (EICR) takes just over an hour and any remedial repairs identified will also be carried out during the visit.

The checks ensure that all electrical wiring, fuse boxes and electrical components are safe so it is vitally important they are undertaken.

GD Chalmers is the Council's contractor carrying out these checks and they will phone or send a letter to tenants to arrange an appointment. They may also install environmental sensors at the same time.

As the EICR's are a mandatory standard, the Council has the legal right to serve a 24-hour notice and force entry if calls and letters are not responded to or access is denied.

The Council are keen to avoid such measures and urge tenants to respond to contact made by GD Chalmers so a suitable appointment can be made.



GD CHALMERS Ltd
ELECTRICAL AND BUILDING SERVICES

Home swap success

A mother and daughter from West Dunbartonshire have managed to meet their housing needs by successfully engaging in a house swap.

One was looking to downsize while the other was in need of a bigger property and so the swap worked perfectly for them.

Homeswapper Margaret said: "It was easy. We both got what we wanted with little hassle."

For tenants who are looking for an alternative property which better suits their needs, the Council highly recommend signing up to Homeswapper which could help them get a move without the need to be on a housing waiting list.

The free online tenancy swap service currently has over 240 West Dunbartonshire Council tenants registered with properties of different sizes and types in different areas.

Registered users can browse the properties that are available and offer their current property as a swap. Listings with photos added provide a higher chance of a swap.

Anyone with a Council tenancy can agree to swap homes with another tenant anywhere else in the UK.

Once a suitable match is found, tenants complete the online interest form, which is assessed and answered within 28 days.

Those interested can register online at <https://www.west-dunbarton.gov.uk/housing/council-housing/housing-operations/> or contact your Housing Officer for more information.

HomeSwapper
The UK's biggest mutual exchange service, with over 400,000 registered users

Over 200,000 live adverts

Over 10,000 swaps successfully completed in the last six months

HomeSwapper is free for our tenants to use and is available 24 hours a day, every day of the year. With easy registration and search tools, instant messaging and the unique Multiswap tool, it will help you find the swap that's right for you

Free HomeSwapper App

Find out more at www.homeswapper.co.uk

New Building Services Officers will focus on air quality in homes

The Council's new Building Services Officers (BSOs) are focusing on improving air quality within homes across West Dunbartonshire.

Matt and Kelly cover both Dumbarton and the Vale of Leven area while Anthony and Robert are responsible for homes in Clydebank.

These staff are tasked with contacting tenants who have had environmental sensors installed and visit as many homes as possible but are prioritising those with alerts for their home which indicate high levels of humidity.

This is part of the Council's new approach to tackling the conditions which contribute to mould development before it appears, making sure tenants can manage the moisture in their homes.

Tenants are encouraged to arrange a visit at a date and time that suits. There are also lots of things which tenants can do to help ventilate their home. The warmer weather brings with it a great opportunity to let fresh air in. Even just opening windows for five minutes once a day can have a huge impact on air quality within the home.

If fresh air is not able to circulate, the amount of carbon dioxide, produced when people and animals breathe, will build up making the home stuffy. This can exacerbate symptoms of respiratory conditions such as asthma and COPD. It can also cause headaches and drowsiness.

Ventilation is important all year round, but the warmer months are a great opportunity to build good habits and experiment with improving air quality in your home.



New storage heating guide launched

Tenants have benefitted from a better understanding of how to get the most out of their storage heaters following the launch of a new guide earlier this year.

The leaflet, which is also available online, was provided to tenants with storage heating, outlining how to best set up controls and ensure heaters are turned on for charging.

Tenants still experiencing issues with their storage heating, despite following the steps and carrying out basic checks as outlined in the guide, can contact housing repairs on 01389 738220 or 0800 073 8708. Out of hours on 0800 197 1004 or by emailing housing.repairs@west-dunbarton.gov.uk

The guide and further details can be accessed at <https://www.west-dunbarton.gov.uk/housing/maintenance-repairs/storage-heaters-and-connected-response-controls/>

Tenants with storage heaters also need to be aware of the upcoming switch-off of the analogue signal to radio teleswitches.

As covered in previous editions of Housing News, radio teleswitches and meters are special meters in homes with electric storage heaters.

They are usually black boxes next to the meter, or are incorporated within the meter.

The analogue radio signal is being turned off on 30th June 2025 which means the storage heaters will not receive a signal to charge.

Tenants who still have a radio teleswitch or radio telemeter in their home, must contact their energy company to get a replacement meter installed urgently.

The Council would also recommend getting Connected Response controls which take over from the radio teleswitch and tell the heaters when to charge to match when off peak electricity is available.

More information on Connected Response can be found at <https://www.west-dunbarton.gov.uk/housing/maintenance-repairs/storage-heaters-and-connected-response-controls/>

Find out how to manage air quality in your home

A new information video is available to view via the Council website explaining how to reduce condensation in your home.

The video gives helpful tips on how to manage moisture in different rooms around the house which could develop into damp and mould if not treated.

It also provides information on the health impacts of not having air circulating around the home.

The video, which has been produced by the Scottish Government, explains how condensation forms and ways in which it can be kept to a minimum, therefore reducing the risk of dampness and mould growth.

The video is on the Council's website at www.west-dunbarton.gov.uk/housing/maintenance-repairs/damp-and-mould/



Sharing recipes

This recipe has been kindly provided by Fiona McClymont from Castlehill, who is a member of the WD Scrutiny Panel. The soup is ideal for the summer and is suitable for freezing.

Tomato soup recipe – (serves 6-8)

- | | |
|---------------------------------------|-------------------------|
| 1 tablespoon of olive oil | 2 garlic cloves crushed |
| 5 sundried tomatoes | 3 tins of plum tomatoes |
| 500ml of chicken or veg stock | 1 teaspoon of sugar |
| 140ml of sour cream (or single cream) | |
- Salt and pepper
For a fancier option, add 1 tablespoon of pesto and a few basil leaves chopped up

Heat the olive oil in large pan over a low heat. Add the crushed garlic to soften it. Add in the sundried tomatoes, the tins of tomatoes, the stock and sugar. Bring to a boil and simmer for 10 minutes.

Blend with a hand blender until smooth. Add in half the sour or single cream, taste and season if necessary. Swirl in the rest of the cream and serve. For the fancier option add in the pesto and chopped basil and then serve.

If you have a recipe that you would like to share, please email housingnews@west-dunbarton.gov.uk or text or call Jane on 0798 354 2993.



Volunteering opportunities with Tenants and Residents Associations

Volunteers who are passionate about improving their community make up tenants' and residents' groups which are active across West Dunbartonshire.

Anyone interested in joining is encouraged to turn up to one of their meetings or get in touch via the contact details provided here. Everyone will be made very welcome.

Some tenants' and residents' associations have a community flat and have made them available to small voluntary groups. Examples of some of these activities are detailed below.

If you would like any more information or want to start your own group, please contact Jennifer McKechnie on 07823664247.



Alexandria		
Group Name	Contact Information	Meeting Information
Tullichewan TRA	Harry McCormack Harry-mccormack.tullichewantra@yahoo.co.uk	Last Tuesday of the month at 7pm (Not July and December) Tullichewan TRA Flat 2-1, McGregor Walk, Tullichewan G83 0JE
Activities:	Knit and Natter, Adult Craft Group, Childrens Art Group, Monthly Community Council Meetings, Time for Tully, Estate Walkabouts	
Group Name	Contact Information	Meeting Information
Haldane TRA	Avril Logan 07826937859	First Tuesday of every month 6pm Lomond Community Pantry, Annex behind Lennox Hall, Jamestown G83 8AZ
Activities:	Community Food Pantry, Warm Hub	
Group Name	Contact Information	Meeting Information
Central Alexandria TRA	Angela Caldwell centralalexandriatra@gmail.com	Third Thursday of the month at 7pm CATRA, 5 Alexander Street, Alexandria G83 0PG
Activities:	Gardening group, Community Litter Picking, Woodwork group, Foodbank, Cooking Classes and Estate Walkabouts	

Clydebank		
Group Name	Contact Information	Meeting Information
Dalmuir MSF TRA	Jennifer McKechnie 07823664247	1st Monday of each month at 4pm Community Café, Overtoun Court, Dalmuir, Clydebank G81 4AH
Group Name	Contact Information	Meeting Information
North & South Drumry TRA	Jennifer McKechnie 07823664247	3rd Tuesday of the month at 6.30pm • Community Flat, Ground Floor, Garscadden View, North Drumry, Clydebank G81 2DQ
Activities:	Bi-monthly Community Council Meetings and Clothing Bank	
Group Name	Contact Information	Meeting Information
Littleholm TRA	Frances McGonagle 07725895061	3rd Wednesday of the month at 6.30pm Community Flat 2D, West Court, Mountblow G81 4PF
Activities:	Estate Walkabouts	

Dumbarton		
Group Name	Contact Information	Meeting Information
Risk Street TRA	Jennifer McKechnie 07823664247	3rd Tuesday of the month at 7pm Community Flat, 3 Risk Street, Dumbarton G82 1SE
Activities:	Clothing Bank, Cuppa and Catch Up	
Group Name	Contact Information	Meeting Information
Willox Park TRA	Jennifer McKechnie 07823664247	3rd Wednesday of the month at 1.30pm Common Room 6 Willox Park Dumbarton G82 2EA
Activities:	Gardening Group	

Engagement plan ensures the Council meets requirements

The Council will outline its progress in meeting its landlord responsibilities as part of the latest Scottish Housing Regulator Engagement Plan.

The regulatory body publishes a plan for all social landlords highlighting areas where further information is required to ensure high standards are met.

The latest engagement plan will provide the Regulator with information relating to the management of Gypsy Traveller Site at Dennystoun Forge among other projects being carried out by the Council including progress being made in achieving compliance with electrical safety requirements.

The latest Engagement Plan for the Council is available for tenants to view at <https://www.housingregulator.gov.scot/landlord-performance/landlords/west-dunbartonshire-council/engagement-plan-from-1-april-2025-to-31-march-2026/>



Tenant's voice with Frances McGonagle



I really enjoy being in a tenant group and it's great when we can see progress though sometimes you have to be patient and I'm not very good at that.

We know things can't all get done at once but we expect to be kept updated and have honest conversations about what is achievable.

Our regular liaison meetings with Housing Services are good for ensuring updates are provided and making sure actions get progressed which is rewarding to see.

Most tenant groups are struggling for numbers, so I would really encourage anyone who is interested in their neighbourhood to see what's on in their area and get involved. Tenants have the right to be involved in decision making and it's in the interest of Housing Services to listen to our feedback to help them improve as they say they want to.

Our focus remains on ensuring we get good services for our rent money but if you have an issue you think we should be looking at, please get in touch.



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

Dumbarton Community Soup update

The Council's Communities team has supported almost 70 Community Soup ideas to come to life since 2018.

The crowdfunding events invite community groups to attend to promote an idea which will benefit the area as well as tenants and residents.

Those attending are asked to pay £3 or whatever they can afford in exchange for a vote towards their favourite idea and a hot bowl of soup.

The group who receives the most votes receives the money taken at the door to support their idea.

The most recent event took place in a high school, where pupils were asked to send in a short video of their idea with votes cast online.

The winning video pitch was by Eilidh Paton of Clydebank High with the idea to start a woodworking club. Runners up were a tabletop gaming club at Vale of Leven Academy, 4th Clydebank Boys Brigade camp fund and Stewart School of Irish Dance.



At a February event, St Augustine's Community Soup Kitchen took the £500 for the winning pitch, with St Michael's Parent Council coming a close second. Organisers thanked all of the groups which attended; Empowering Women Dumbarton West, Clifftop Projects, Knowetop, Phoenix Donation Café and Mentor Scotland who all went away with at least £200.



Meanwhile the Communities Team worked alongside the Council's Biodiversity Officer, Gillian Neil, Community Greenspace Officer, Andy Devine, and Countryside Ranger, Mary-Anne Collis on a Biodiversity Community Soup event.

Ten groups pitched and the £500 funding was won by Bonhill Community Garden with all other groups being awarded £150. This included Friends of Havoc Meadow, Friends of Leven River Valley, Nurturing Nature Forest School, Growing Beardmore, Made Guid, DWACAG (Dumbarton West Community Action Group), CATRA (Central Alexandria Tenants and Residents Association), Bellsmyre Community Garden and Knowetop.

DWCAG also won a £100 B&Q voucher and TCV (The Conservation Volunteers) time and support will be gifted to Growing Beardmore and CATRA for their projects.

There were also family match tickets to Dumbarton FC up for grabs in the raffle thanks to the generosity of Gail from the club.

To find out more, to host your own Community Soup event or to make contact with any of the groups mentioned, please email YourCommunity@west-dunbarton.gov.uk



Helping veterans find their perfect home

A veteran is settling into their family's new home thanks to a partnership between West Dunbartonshire Council and Veterans Housing Scotland (VHS).

It is the second nomination tenancy which has been secured thanks to the collaboration after the Council agreed to identify and provide two properties a year to help increase housing options for veteran households who may potentially be experiencing homelessness.


The charity 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.

In this instance, West Dunbartonshire Council sourced a three-bedroom new build property in Clydebank and VHS quickly identified a veteran whose needs made this a perfect match.

The tenant said: "I felt valued and listened to throughout the whole process from first point of contact to receiving the keys to my new property. We are over the moon to finally have a suitable home. I can't thank Veterans Housing Scotland and West Dunbartonshire Council enough. They have made a huge difference to my family."

Kevin Gray, Chief Executive of Veterans Housing Scotland, said: "The most satisfying bit of our role is placing a veteran in their new home. We have been working with West Dunbartonshire Council for some time. The team understand our beneficiaries and their needs and to be able to see a second veteran settle in the area is a great start to 2025."

ON THE SPOT



Will East West Bridgend Tenants' & Residents' Association (WBTRA)

What three words best describe you?
Busy, loud, outgoing.

How long have you volunteered in a tenant group?
I have been involved with WBTRA for just over a year now.

What made you want to get involved?
I was asked by the Chair if I would be interested in assisting, not knowing that her plan at the AGM was to nominate me as Secretary.

What's your favourite part of being in a tenants' group?
Building a community for the people of West Bridgend.

What's the funniest moment you've had?
Being out and about on Bonfire Night with the TRA in our pink high vis jackets on car patrol.

How do you like to unwind?
Taking long drives to random places.
























If you could make one thing happen to make your area a better place what would it be?
Build a new play park and community space for our residents.

What's the best piece of advice you have ever been given?
Before you can have respect for others, you need to have respect for yourself.

Home delivery library service

West Dunbartonshire's library service offers home delivery for free to residents who are unable to visit a branch or mobile library due to age, disability or illness. Customers are visited in their homes by trained staff every four weeks. When applying to the service, library staff will ask the user about the type of books they prefer, large or ordinary print, hardback or paperback or audio books.

Books will be selected and delivered to the home meanwhile any items being returned will also be collected. For more information, contact the Library Home Delivery Service, 19 Poplar Road, Dumbarton, G82 2RJ, on 01389 608037 or by email to mobile.library@west.dunbarton.gov.uk

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
 MARTIN ROONEY COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR T: 01389 737579 M: 07909 890846	 IAN DICKSON COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR T: 01389 737712 M: 07766 511410	 GURPREET JOHAL COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR T: 01389 738497 M: 07721 302855	 LAWRENCE O'NEILL COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA T: 01389 738784 M: 07909 890842	 CLARE STEEL COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA T: 01389 738743 M: 07721 238022	 KEVIN CRAWFORD COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA T: 01389 738704 M: 07305 084361
 JONATHAN MCCOLL COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR T: 01389 737511 M: 07769 367035	 MICHELLE MCGINTY COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR T: 01389 738475 M: 07721 599270	 DAVID MCBRIDE COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR T: 01389 737367 M: 07961 711664	 GORDON SCANLAN COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA T: 01389 738538 M: 07721 248761	 SOPHIE TRAYNOR COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA T: 01389 738745 M: 07721 243557	 JUNE MCKAY COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA T: 01389 738520 M: 07721 236088
 HAZEL SORRELL COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR T: 01389 738471 M: 07721 632553	 JOHN MILLAR COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR T: 01389 737882 M: 07961 713003	 CHRIS POLLOCK COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR T: 01389 738494 M: 07721 331751			 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

Lomond Community Pantry is making a real difference

The Lomond Community Pantry has been helping to ease food poverty in the area since opening in October last year.

There are currently 80 members although organisers feel that this could rise later in the year.

The pantry offers a warm space as well as an opportunity to chat, meet others and to let members know that the community cares.

Donations received have allowed the idea of the pantry to become a reality and this has included social benefits from contractors through the Council's Working 4U team.

David Wilkie, from Working4U met with the group and advised them to create a wishlist of items needed for the project to be able to serve the community.

Depute Convener of Housing and Communities, Councillor Hazel Sorrell, said: "We listed skips, slabs, edging stones, builders' sand, shelving, fridges, freezer, painting and of course money to enable us to buy food to set up our initial stock.

"The donations started to come in thick and fast. David arranged a meeting with Leigh from JM Murdoch who provided the skip to clear the hall and later the building sand required for a new pathway to be laid from the pavement to hall plus a cash donation.

"David continued on behalf of the pantry to liaise with Council contractors to work his way

through our wishlist. The pathway and slabbing of the outside area required 400 slabs which were kindly donated by McConnell a cash equivalent of £3792. The edging stones were donated by McNairs Building Supplies. We then received further cash donations from Walker Love, Allsports Construction & Maintenance, Hawthorn Heights, FCA Fostering, NEC Software Solutions, Enva, and a very generous donation from Arnold Clark.

"Working4U have been invaluable in setting up the Lomond Pantry. They sourced building and landscaping materials from donor companies. These materials helped to make the building and the surrounds safe for people to use. Without their help we would not be in a position to help people in need throughout the Lomond Ward."



Innovation funding could identify cost effective heating solution

West Dunbartonshire Council has been successful in receiving funding from Scottish Enterprise through the Can Do Green Heat Retrofit Innovation Challenge.

The Council, supported by North Lanarkshire Council, have received funding to procure innovative solutions from two companies to develop technology and concepts for net zero heating and hot water supply systems which offer value for money for tenants in flatted properties.

The first stage of the project is now complete with two companies having presented their innovative solutions.

The Council was so impressed with one of the solutions that it has applied to Scottish Enterprise again for additional funding to pilot technology in some homes in West Dunbartonshire.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal, said: "We have a strong history of innovative heating technologies in West Dunbartonshire and it is important that further opportunities are available that benefits tenants as well as being net zero.

"While district heating, such as Queens' Quay, and other common systems exist and work well they simply cannot be deployed everywhere.

"I am delighted that we are applying for further funding and if successful, this could help us identify a cost effective solution that we could use."

If successful, the pilot will start in Autumn 2025. Tenants will be kept updated on progress and volunteers will be sought to test the new technology.

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**

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**

Coming soon - an easier way to apply for housing in West Dunbartonshire

The Council and several of the community-based housing associations are working together to set up a new way to apply for a house.

The shared application will make it much easier for prospective tenants to apply.

This will mean one application for social housing in West Dunbartonshire rather than a form with each landlord.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal, said: "This is fantastic news for people applying for housing in West Dunbartonshire.

"Instead of having to fill in multiple forms which can be time consuming and stressful, having just one form for most social landlords will make a huge difference."

Watch this space for the launch date and more information on the shared application will be publicised in future editions of Housing News.

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 August 8th 2025 to housingnews@west-dunbarton.gov.uk or you can phone or text your answers to 07983 542993.

WIN!
£25
SHOPPING
VOUCHER

1. Which new housing development has been shortlisted for a Scottish Homes Award?

- a) Mount Pleasant
- b) Clydebank East
- c) Pappert

2. What foods can the Best Start card be used to purchase?

- a) Meat and fish
- b) Cheese and milk
- c) Fruit, vegetables and eggs

3. How often will the library home delivery service visit?

- a) Every week
- b) Every four weeks
- c) Every eight weeks

PREVIOUS QUIZ WINNER

Janet Howard from Whitecrook was delighted to win the spring quiz. She reads every edition and said she enjoys finding out about what's going on. She has a few weddings and parties coming up so will enjoy spending the shopping voucher.



HOUSING
news

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

