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AUTUMN 2026

New look performance report

A group of tenant volunteers has helped redesign the Council's annual Housing Performance Report, making it simpler, more engaging and easier to understand.

Each year, the Council is required to report its housing performance to both tenants and the Scottish Housing Regulator. The Scottish Social Housing Charter sets out a range of performance measures that all social landlords must report on, allowing tenants to see how their landlord is performing and compare results across Scotland.

This year, the Scottish Housing Regulator introduced new measures focusing on tenant safety. These include monitoring how landlords respond to reports of dampness and mould, as well as ensuring that all homes receive an electrical safety inspection every five years.

The Council's Housing Performance Report was originally developed with tenants in 2019 and has recently been reviewed with the support of tenant volunteers. Following an appeal in the spring edition of Housing News and an invitation to members of the West Dunbartonshire Tenants and Residents Organisation (WDTRO), seven tenants took part in the review process.

The group examined the current report and looked at examples produced by other landlords, discussing what worked well and what could be improved. They agreed that the report should be simplified, with a clearer layout and more accessible information to encourage more tenants to read it.

The tenants also helped decide which performance measures should be highlighted and selected the symbols and graphics that will be used to show comparison information. Their feedback has played a key role in shaping the new-look report.



A copy of the redesigned Housing Performance Report is included with this edition of Housing News and will also be published on the Council's website.

Councillor Gurpreet Singh Johal, Convener of Housing, said: "We are all extremely grateful to the tenants who took time out to help us review this report. Their feedback has shaped the final report and has helped ensure it is easy for everyone to understand."

Find Out More: If you have any questions about housing performance, please contact:

Stefan.kristmanns@west-dunbarton.gov.uk

Jane Mack: 07983 542 993

Strong start for Housing

Housing Services has made a positive start to 2026/27, achieving or closely meeting most of its service standards during the first quarter of the year.

Key successes included assessing housing applications within an average of three days, outperforming the four-day target, and achieving 78.3% satisfaction with the standard of new homes, well above target. The service also exceeded targets for re-letting empty homes, reducing rent loss from vacant properties and making decisions on homeless applications within 28 days.

Repairs and maintenance continued to perform strongly, with emergency repairs completed within target times, 99.23% of repairs completed right first time, and tenant satisfaction reaching 92.2%. The service also maintained full compliance with gas safety requirements.

While performance was strong overall, improvement work continues in areas including medical assessment times, non-emergency repairs, rent arrears and tenancy sustainment. These remain key priorities as Housing Services continues to focus on delivering high-quality services and positive outcomes for tenants across West Dunbartonshire.



"You said...We did..." using feedback to improve services

Tenant feedback has helped drive a range of improvements to housing services over the past year, with changes being made to repairs, communication and housing application processes.

The Council regularly gathers feedback through satisfaction surveys, Tenant and Residents Associations, direct contact with housing staff and discussions with elected members. This information is used to identify areas where services can be improved and better meet the needs of tenants.

One of the key issues raised by tenants was the time taken to respond to emergency repairs. In response, measures have been introduced to improve performance, with emergency repairs now targeted to be attended within four hours of being reported.

Feedback also highlighted the need for a more convenient way to arrange repair appointments. Work is currently underway to allow Building Services Officers to book repair appointments while carrying out inspections and surveys, reducing the need for tenants to make separate contact and creating a more streamlined service.

Tenants also expressed concerns about delays when operatives were unable to gain access to properties for repairs. To help address this, enhanced text message reminders have been introduced, and operatives now record evidence of attendance when access cannot be gained.

Improvements have also been made to the housing allocations process following feedback from tenants

with long-term medical conditions or disabilities. Applicants can now upload supporting information as part of their medical application, while internal procedures have been reviewed to speed up assessments and decisions.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: "The feedback we receive from tenants plays an important role in helping us improve our services as it helps us understand what matters most to them."

"These improvements show that we are listening and taking action where we can. Our aim is always to provide the best possible service, and the views and experiences of tenants are essential in helping us achieve that."

CHANGES TO ALLOCATIONS POLICY

A revised Allocations Policy has been approved by the Council following a comprehensive review of housing need, legislative changes and feedback.

The Council reviews its Allocations Policy every three years to ensure it continues to meet local housing needs and reflects changes in housing legislation. The latest review examined how well the current system was working, the impact of the ongoing housing emergency and the requirements of the Housing (Scotland) Act 2025.

As part of this, tenants, waiting list applicants and housing staff were invited to share their views. Their feedback helped shape a number of policy changes aimed at ensuring the points based allocations system makes the best use of available housing while ensuring those with the greatest need continue to be prioritised.

The updated Allocations Policy has now been approved by committee. The changes will be introduced in phases throughout the remainder of 2026, with full implementation expected by January 2027.

Additional Support for Downsizing

One of the key changes is the introduction of additional housing points for council tenants who wish to move to a smaller property.

Analysis of housing demand showed a shortage of larger family homes and increasing numbers of households living in overcrowded accommodation. By encouraging and supporting downsizing, the Council hopes to free up larger homes for families who need them most.

Changes to Succession Rights

The policy has also been updated to reflect changes introduced through the Housing (Scotland) Act 2025.

The qualifying period for succession rights – which allow certain relatives, partners or co-residents to take on the tenancy when the tenant dies – has reduced from 12 months to six months. To qualify, a person must have lived in the property as their only or main home for at least six months and must be recorded as a member of the tenant's household.

Tenants are therefore being reminded of the importance of notifying the Council about anyone living in their home to ensure that succession rights can be claimed in the future if necessary.

New Approach to Housing Offers

Changes are also being made to how housing offers are managed. A housing offer will continue to be considered reasonable if it matches an applicant's stated preferences for location, property type and size, while also taking account of any relevant circumstances or support needs that have been disclosed.

Under the revised policy, applicants who refuse three reasonable offers within a 12-month period may have their housing application suspended.

The change is intended to ensure that available homes are allocated efficiently while encouraging applicants to keep their housing preferences up to date.

Medical Priority and Rent Arrears

The Council has also introduced changes relating to applicants with the highest level of medical priority. Previously, applicants awarded Medical A priority were exempt from suspension due to rent arrears. Under the new policy, these applicants will now be treated in the same way as all other applicants.

Applicants may be suspended if they have rent arrears or other tenancy-related debts, unless the debt is less than one month's rent or they have maintained an agreed repayment arrangement for at least three months.

This change will help ensure the allocations process is fair and consistent for all applicants.

Temporary Tenancies for Homeowners

New arrangements are also being introduced for homeowners applying for social housing.

In most cases, homeowners who are offered social housing will receive a temporary Short Scottish Secure Tenancy, normally lasting between 12 and 18 months. This will provide time for issues affecting their own property to be resolved.

Permanent social housing tenancies will only be considered where returning to the owned property is not possible or would be unsafe. Where a permanent tenancy is granted, homeowners would normally be expected to sell their property.

Making Best Use of Available Homes

Several changes have been designed to help maximise the use of the Council's housing stock.

The age at which children of the same sex are expected to share a bedroom will increase from 10 to 16 years old. The Council is also changing how additional bedrooms are assessed where parents have contact arrangements for children whose main residence is with another parent.

These changes are intended to reduce under-occupation and help more overcrowded households access suitable accommodation.





Conveners' Column

Listening to tenants and responding to their needs is at the heart of everything our Housing teams do. So I'm really pleased that across their latest initiatives outlined in this edition, one message comes across loud and clear: tenant voices are helping to shape the future of housing in our communities.

Over the past year, feedback from tenants has directly influenced improvements across the board from our repairs services, communication and housing application processes. It's fantastic to see faster emergency repair response times, simpler ways of booking appointments and improved support for applicants with medical needs. I truly hope that this practical action based on what you have told the teams matters most is making a difference to you.

That same commitment to collaboration is reflected in the newly redesigned Housing Performance Report. Working alongside tenant volunteers, a report has been created that is clearer, easier to understand and focused on the information tenants want to see. Tenant contribution has been invaluable in ensuring housing performance information is accessible to everyone.

We have also recently approved a revised Allocations Policy, following a detailed review and consultation with tenants, applicants and staff. The changes will help make the best use of our housing stock, support those in greatest need and ensure the policy reflects current legislation and local housing challenges.

Together, these improvements demonstrate the ongoing commitment to listening, learning and delivering better housing services for all.

I'm delighted that the latest performance report (included with this edition for your information) shows continued strong performance, with the majority of targets achieved, including excellent results for housing applications, homelessness services, repairs quality, tenant satisfaction and gas safety compliance.

Of course, there is always room for improvement and the focus remains on improving medical assessment times, tackling rent arrears and speeding up non-emergency repairs.

Praise for ASB and CCTV teams

Anti-Social Behaviour (ASB) and CCTV Officers have been praised by Police Scotland for their support and quick action that helped prevent two attempted robberies.

ASB Enforcement Officers, assisted after a reported theft from a vehicle on Dumbarton High Street. While carrying out their duties, the team identified two individuals, made a citizen arrest, alerted Police Scotland and remained at the scene until officers arrived.

The CCTV team also recently assisted Police Scotland following an attempted theft at a commercial property. During the early hours of the morning, one of the Council's CCTV operatives identified suspicious activity and provided information which assisted police enquiries. Two individuals were subsequently detained.

The ASB Enforcement team have been busy over the summer months recording 346 cases, 40 warnings issued to offenders, six legal sanctions taken and one case lodged in court for restriction of behaviour. The team have also undertaken 153 foot patrols in communities to monitor youth disorder.

The Anti-Social Intervention teams (AIT) have conducted 346-foot patrols across the authority and have been proactive with Police Scotland to prevent anti-social behaviour at Balloch Park (Operation Ballaton). The team has investigated 17 new cases and responded to 401 calls from the ASB helpline. Joint patrols in partnership with Police Scotland to derelict properties have added to the team's commitments, due to children entering derelict school grounds. Officers working on the CCTV team remain



vigilant on behalf of our communities, reporting 312 incidents which were investigated by Police Scotland.

Convener of Housing Services, Councillor Gurpreet Johal, said: "I would like to thank the officers for their commitment to keeping our communities safe for everyone. It is very pleasing to hear of their great work in partnership with Police Scotland and the vital roles they played in assisting officers with their work."

You can report anti-social behaviour to Housing Operations Monday to Friday between 8.45am - 2.00am and Saturday to Sunday 3pm - 2am on 01389 772048. After this time you can report all cases of ASB to Police Scotland on 101. If you feel threatened or your life is at risk please contact Police on 999.

Working together to end Violence against women and girls

Working together to end Violence against Women and Girls.

A national campaign dedicated to raising awareness of Violence Against Women and Girls (VAWG) is calling on communities across West Dunbartonshire to come together and play their part in creating safer communities.

The annual 16 Days of Activism campaign, which runs from 25 November to 10 December, aims to encourage collective action to end violence, abuse and harm against women and girls.

This year's theme, "All Together" highlights the importance of communities working side by side to challenge abuse and support those affected.

Violence Against Women and Girls impacts not only victims and survivors but also families, friends, neighbours and wider communities. Organisers say the campaign provides an opportunity for people of all ages to get involved, raise awareness and demonstrate that there is no place in society for violence or abuse.

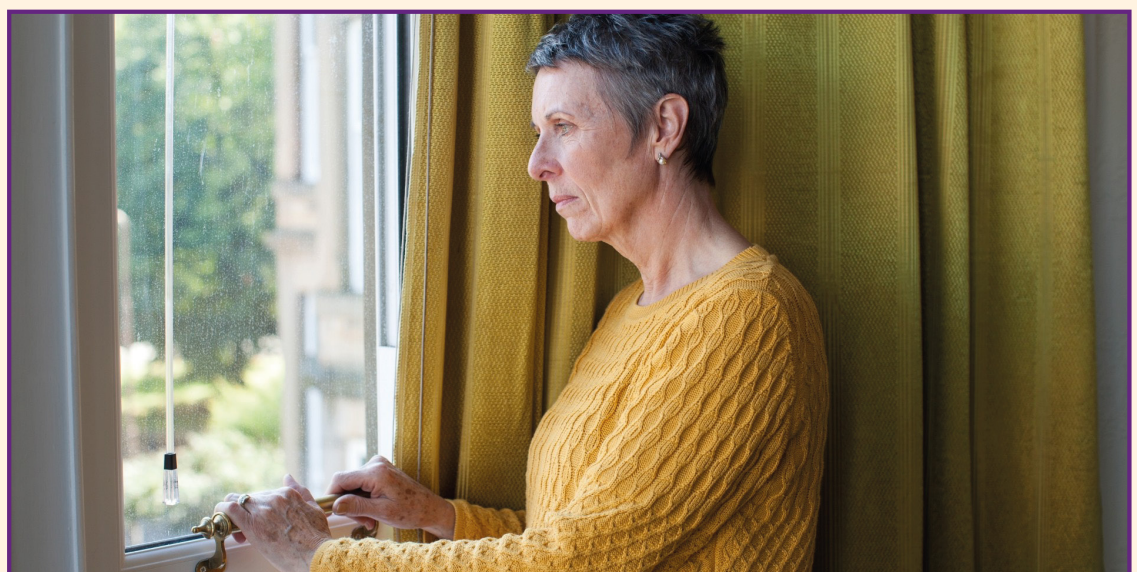
As part of the 16-day programme, a range of activities and events will take place across West Dunbartonshire. Among the highlights is the "All Together Competition", designed to encourage people to get active, have fun and show their support for ending violence against women and girls.

Councillor Gurpreet Johal, Convener of Housing Services, said: "Every year this important campaign reminds us that any form of domestic abuse is unacceptable. This year's campaign, 'All Together', is a clear message that we need to work together to speak up and eradicate all domestic abuse across West Dunbartonshire."

Organisers are encouraging residents, community groups, schools and local organisations to take part in the campaign and help spread the message that everyone has a role to play in preventing violence and supporting those affected.

Further information about the campaign and details of how to sign up for events will be available soon. For more information and to register for activities, visit: <http://www.wdhscp.org.uk/violence-against-women-and-girls/>

West Dunbartonshire Council was the first social landlord in Scotland to introduce a zero tolerance policy on domestic abuse within its properties, introducing measures to offer tenant victims access to practical help and legal support. The No Home for Domestic Abuse campaign ensures victims can remain at home, whilst the perpetrator is legally removed, and prevented from returning.



Unexpected homelessness can affect us all

Homelessness isn't always about having no home - someone could be considered homeless if their home is no longer reasonable or suitable for them to live in.

This was the situation faced by a West Dunbartonshire tenant after a sudden change in their health and mobility meant they were unable to return home following a stay in hospital. The property was not wheelchair accessible and could not be adapted to meet their needs.

Although the resident still had a tenancy, they had nowhere suitable to live and required homelessness assistance from the Council.

To ensure the resident had somewhere safe to stay, the Council provided accessible temporary accommodation while Housing and Health and Social Care teams worked together to identify a suitable long-term housing solution.

A range of properties were assessed to make sure they met the resident's accessibility requirements and would allow them to live safely and independently. The resident has now been matched with an accessible home and is preparing to move in.

Councillor Gurpreet Singh Johal, Convener of Housing, said: "The case highlights that homelessness is not always about having no property at all. In some circumstances, a person can be considered homeless if their home is no longer reasonable or suitable for them to occupy."

"Changes in health, mobility or personal circumstances can happen unexpectedly and may mean a property that once met a person's needs is no longer appropriate."

"I am pleased to hear that the Housing team stepped in to ensure this tenant was properly supported and avoided a homelessness situation."

If you are homeless, worried about losing your home, or feel your current home is no longer suitable for your needs, contact Housing Solutions for advice and support as soon as possible:

Email:

HousingOptionsHomelessness@west-dunbarton.gov.uk

Telephone: 01389 776 400

Out of hours: 0800 197 1004

Seeking advice early can help ensure the right support is available when it is needed most.



Council working with Housing Regulator

West Dunbartonshire Council is continuing to work closely with the Scottish Housing Regulator following the publication of its latest Engagement Plan.

The Scottish Housing Regulator publishes an Engagement Plan for every social landlord in Scotland. These plans outline any areas where the Regulator requires additional information or assurance to ensure landlords are meeting their responsibilities and delivering high-quality services for tenants and residents.

The Council's latest Engagement Plan was published in April 2026 and highlights an area of ongoing engagement relating to tenant and resident safety.

The Regulator has recognised that the Council is progressing inspections to provide Electrical Installation Condition Reports in tenants' homes and is monitoring ongoing work to ensure full compliance is achieved and maintained.

As part of the Engagement Plan, West Dunbartonshire Council will provide monthly updates to the Scottish Housing Regulator on progress in the identified area of engagement.

In addition to this engagement, the Council continues to provide its annual regulatory returns, including its Annual Assurance Statement and Annual Return on the Charter, and will notify the Regulator of any material changes or significant tenant and resident safety matters.

The Council's Engagement Plan is publicly available and can be viewed on the West Dunbartonshire Council website at:

<https://www.west-dunbarton.gov.uk/housing/council-housing/tenant-participation/wdcwdtro-liaison>

Tenants organisation finalists at National Awards

The Council and West Dunbartonshire Tenants & Residents Organisation (WDTRO) were finalists in this year's National Good Practice Awards.

The partnership was highlighted in the 'Good Practice in Involving Tenants to Shape and Improve Services Award' category.

Housing Service Managers and the WDTRO meet every two months to initiate quick solutions to issues raised and monitor improvements across housing services.

Housing Convenor, Councillor Gurpreet Singh Johal, said: "The WDTRO should feel proud of what they have achieved, reaching the finals of these prestigious national awards is a fantastic recognition of the strong partnership that exists between the Council and the West Dunbartonshire Tenants and Residents Organisation. By working together, listening to

tenants and acting on feedback, we are continually improving housing services and ensuring that tenants have a real voice in the decisions that affect them. I would like to congratulate everyone involved on this well-deserved achievement."

Eveline Armour, chief executive of TPAS Scotland said: "These awards show the very best of tenant participation in action across Scotland. The standard of submissions was exceptionally strong, and every finalist should be proud of the role they are playing in strengthening tenant voice and improving housing services across Scotland."

Meeting notes of all WDC/WDTRO Liaison meetings are available on the council's website -

<https://www.west-dunbarton.gov.uk/housing/council-housing/tenant-participation/wdcwdtro-liaison> or contact Jane for more information on 0798 354 2993

Support for Tenants: Energy Advice & Starter Packs

Tenants are being reminded that free support is available to help manage energy costs and access financial assistance.

Delivered by Community Links Scotland, the West Dunbartonshire Energy Advice Service offers practical advice on reducing fuel bills, managing energy debt and improving home energy efficiency.

The service can also help residents access a range of support schemes, including hardship funding, the Warm Home Discount, Priority Services Register and emergency fuel vouchers for those in crisis who are engaged in the project. Advice is available through home visits, telephone and video appointments, or local drop-in sessions.

In addition, Community Links Scotland can provide starter packs for people moving into a new tenancy after a period of change. The packs contain essential household items, including bedding, kitchenware, cleaning products and small appliances, helping residents settle into their new home with the basics they need.

Anyone looking for support can contact Community Links Scotland on 0141 952 4382, email info@comlinks.org.uk or visit www.comlinks.org.uk/energyadvice for more information



Safe disposal of batteries

With battery fires on the rise, tenants across West Dunbartonshire are being urged to dispose of batteries safely and correctly.

This year West Dunbartonshire has had two fires caused by batteries being placed in general waste and loaded into bin lorries and at our recycling centres.

Quick-thinking waste operatives on a bin lorry had to act fast after seeing smoke coming from the back of the truck. They used an on-board fire extinguisher to put out the fire before returning to the depot to review the load, ensuring there was no further spread.

This latest incident follows a blaze at Dalmoak Civic Amenity site which led to a short-term closure of the facility and attendance by the fire service to extinguish the flames.

Batteries or devices with hidden batteries - such as laptops, tablets or vaping products - are a fire hazard if crushed.

Tenants are being asked to dispose of all batteries and electrical devices with batteries at the dedicated recycling facilities at Dalmoak or Erskine Ferry Road and in many supermarkets.

Convener of Infrastructure, Regeneration and Economic Development, Councillor David McBride, said: "It is imperative that householders are properly disposing of old batteries and devices containing batteries. While these

devices are safe when in use, once the battery is out of use and damaged, it can cause fire.

Batteries can be disposed of at both our Recycling Centres:

Erskine Ferry Road Recycling Centre

Erskine Ferry Road, Old Kilpatrick, G81 5EU

Dalmoak Recycling Centre

Renton Road, Dumbarton, G82 4HQ



Engage in a way that suits you

The Council offers tenants a variety of opportunities to participate and shape the Housing service.

Whether tenants have a few minutes or want to dedicate time each month, there is an opportunity available.

If you have a few minutes

- Facebook: Like and follow the "West Dunbartonshire Council Tenant Participation" page for quick updates.
- Surveys: Share feedback through tenant surveys.

If you have an hour every three months

- Housing News: Read the quarterly magazine to stay up-to-date with housing developments and consultations.

If you have a few hours a month

- Tenant and Resident Associations: Join a local group to give your community a stronger voice.
- Scrutiny Panel: Help review and improve how housing services are delivered.
- Joint Rent Group: Have your say on rent setting and housing budgets.
- Sheltered Housing Forum: A dedicated group for our sheltered housing residents.

On your own schedule

- Estate Walkabouts: Request a walkabout with housing staff to report and resolve local issues in your street.
- Tenant Priority Budget: Submit an idea to improve your neighbourhood; tenants decide which projects go ahead.
- Consultations: Give views on policy changes, such as new build programmes or allocation policies.

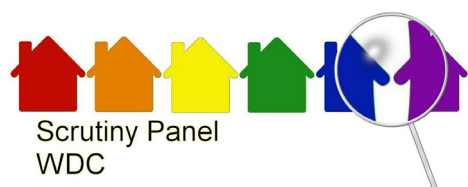
The Council is always grateful to tenant volunteers and aim to make participation as easy as possible by providing taxis and travel expenses; training and support from staff; references for future employers as well as refreshments and a warm welcome;

- More information is also available on the council's website at:

<https://www.west-dunbarton.gov.uk/housing/council-housing/tenant-participation/>

For anyone interested in participating, please use the contact details below to get in touch to find an area that suits your interests.

Call Jane Mack on 07983 542 993 or email jane.mack@west-dunbarton.gov.uk or call Jennifer McKechnie: 07823 664 247 or email jennifer.mckechnie@west-dunbarton.gov.uk



Help to make positive changes - join the Scrutiny Panel

Tenants who are interested in improving housing services are being encouraged to join West Dunbartonshire Scrutiny Panel.

The group was created over ten years ago and is for tenants and also residents who receive a factoring service from the Council.

Members act as a 'critical friend' and volunteer their time to review housing service performance and look for improvements. The recommendations they make have led to lasting improvements that all tenants can benefit from.

The Scrutiny Panel chooses which aspect of housing services to work on with information provided by email or post and council employees can provide training, clarification and support. Monthly meetings can be attended in person or online with travel expenses or transport also provided.

For further information on the Scrutiny Panel please call or text Jane on 0798 354 2993 or email: jane.mack@west-dunbarton.gov.uk

New tenant group for Dumbarton West

A new tenant and resident association is being set up for residents in Brucehill, Westcliff and Castlehill.

The group is being formed from members of Dumbarton West Community Action Group, which started in 2020 to save the 208 bus. In the past six years they have delivered a successful community skip project, purchased football nets for a local park and supported tenants and residents with local issues. The group also successfully held community consultation events as a platform to raise local issues.

The remaining members are now going to focus on housing related issues and continuing to improve their local area by setting up as a Tenant and Resident Association.

Residents can attend Dumbarton West TRA meetings on the first Tuesday of the month, 7pm at Levenvalley Enterprise Centre or email dumbartonwest@gmail.com

Tenant's voice with Frances McGonagle



We were pleased to see the Housing Regulator make tenant safety a key issue for them to monitor landlords on. New performance indicators have been introduced covering electrical testing every five years, connected smoke alarms and how quickly dampness issues are resolved. These will help make all our homes safer to live in.

With the colder months coming and energy costs going up, we need

Councillors and housing managers to focus on ensuring we get the best value for our rent money and that any rent increase is at a minimum. Financial reports are already showing a worrying position and rents can't just keep going up- we need to see services being provided more effectively and rent money being spent well.

On a positive note we have seen some improvements to cleanliness in

multi storey blocks which is very welcome and makes such a difference. Many of our tenant groups are doing great work in their areas and I would urge all tenants to see if there is a group or walkabout happening in their area and get involved - together we can make things happen.

Contact the WDTR by email to harrymccormack.wdtro@gmail.com or through Facebook.



Power of Attorney and Guardianship

Tenants across West Dunbartonshire are being encouraged to consider putting a Power of Attorney in place now to ensure important decisions can be made on their behalf if they are ever unable to do so themselves.

A range of medical conditions and unexpected life events can affect a person's ability to make decisions about their finances, housing or personal welfare. Without the appropriate legal arrangements in place, family members and loved ones may not have the authority to step in and help when it is needed most.

A Power of Attorney allows individuals to choose someone they trust to make decisions on their behalf regarding their home, finances and welfare. The legal document can be set up in advance, providing peace of mind that the people who know them best can act in their interests should circumstances change.

Without a Power of Attorney in place, families would need to apply to the court for a Guardianship Order which is a longer, more costly, and often a more stressful process, often at the worst possible time for a family.

To help people understand their options, NHS Inform has brought together guidance on Powers of Attorney, Guardianship Orders and Intervention Orders, including information on how to set them up and what each process involves.

Residents are encouraged to learn more about planning ahead and ensuring their wishes can be carried out if they are ever unable to make decisions for themselves.

For more information visit:
<https://www.nhs.uk/social-care-and-support/making-decisions-for-someone-else/giving-someone-power-of-attorney/>



Don't ignore your electrical safety appointment

West Dunbartonshire Council is urging tenants to prioritise access when they receive a request to arrange a vital electrical safety inspection in their home.

Under current legislation, all properties must have an Electrical Installation Condition Report (EICR) carried out every five years to ensure electrical systems remain safe and compliant.

The inspections, which typically take just over an hour, involve a thorough check of electrical wiring, fuse boxes and other electrical components throughout the property. Any remedial work identified during the inspection will also be carried out to help ensure homes remain safe for tenants and their families.

The Council's appointed contractors are currently carrying out the programme of inspections across West Dunbartonshire. Tenants who are due an inspection will be contacted by phone or letter to

arrange a convenient appointment. Environmental sensors may also be installed during the visit.

Housing Convener, Councillor Gurpreet Singh Johal said: "These inspections play a crucial role in keeping our tenants safe and ensuring homes meet the required electrical safety standards."

"While the inspection itself is relatively quick, the benefits are significant. It gives tenants reassurance that the electrical systems within their home are safe and allows us to identify and address any issues before they become a more serious problem."

As electrical safety checks are a mandatory requirement, the Council has the legal authority to gain access to properties where repeated attempts to arrange an appointment have been unsuccessful.

Where phone calls and letters are not responded to, or access is repeatedly denied, the Council may serve a 24-hour notice and, if necessary, arrange forced entry to carry out the inspection.

Soup's On at The Living Room

Looking for a warm meal and some friendly chat? Drop into The Living Room community café in Overton Court, Dalmuir.

The café is open every Monday, Tuesday and Wednesday from 10am to 2pm serving soup and offering opportunities to meet new people, catch up with neighbours and enjoy a sense of community.

Delivered by Alternatives Community-based Recovery in partnership with West Dunbartonshire Health & Social Care Partnership, the café also runs board game sessions on Wednesdays between 1pm and 3pm, and a woman's group every Thursday between 10am and 12pm.

ON THE SPOT



Teresa Will
Member of N & S Drumry TRA

What three words best describe you?
Honest, reliable and trustworthy

How long have you volunteered in a tenant group?
About 18 months

What made you want to get involved?
I had my own housing issue that I needed help to get sorted.

What's your favourite part of being in a tenants group?
Being involved and getting updates on things going on.

What's the funniest moment you've had?
Some of the comments made from tenant issues.

How do you like to unwind?
Watch TV.

If you could make one thing happen to make your area a better place what would it be?
The area requires an overall upgrade with better housing and facilities for all.

What's the best piece of advice you have ever been given?
Don't give up.

N&S Drumry TRA meet on the 3rd Tuesday of the month, 6:30pm at the Garscadden View community flat.

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know your
councillors

We're listening!

The views and experiences of tenants are helping West Dunbartonshire Council improve services and strengthen the way we respond to concerns.

As part of our commitment to providing high-quality, affordable services, we encourage people to share feedback when things go wrong, allowing issues to be resolved quickly and helping prevent similar problems from occurring in the future.

Our complaints procedure allows you the opportunity to let us know where we've gone wrong and how we can help to resolve issues.

You can even go a step further if you're unhappy with the results of a complaint and contact the Scottish Public Services Ombudsman or the Scottish Housing Regulator.

The Scottish Housing Regulator has published an updated factsheet to help tenants understand how to raise a serious concern about their landlord. The guidance explains the types of issues that can be reported to the Regulator, when concerns should be raised through other routes, such as a landlord's complaints process or the Scottish Public Services Ombudsman, and what happens once a serious concern is submitted. The factsheet aims to give tenants greater clarity on their rights and the support available to them.

Further details are available on the Council's website here:

<https://www.west-dunbarton.gov.uk/council/our-performance/service-performance/housing-services-performance-information/complaints>

Annual Assurance Statement approved

West Dunbartonshire Council has submitted its Annual Assurance Statement to the Scottish Housing Regulator, confirming its assessment of compliance with housing, homelessness and tenant safety obligations.

A report presented to the Housing and Communities Committee in August 2026 outlined the governance, monitoring and reporting arrangements that provide assurance that these duties are being met. The report also identified areas where further improvement is needed, including ensuring all Council homes have a valid Electrical Installation Condition Report (EICR), a mandatory safety check carried out every five years. Tenants are being urged to provide access when appointments are arranged. Please see article on Page 3 for further information.

The statement also highlights ongoing pressures within the homelessness system. Following the Council's declaration of a Housing Emergency in May 2024, challenges remain in securing suitable temporary accommodation. During 2025/26, 43 households were recorded as spending more than seven days in unsuitable temporary accommodation, such as bed and breakfasts.

The Annual Assurance Statement was approved by the Housing and Communities Committee and is available on the Council's website here:

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

WEST DUNBARTONSHIRE COUNCIL

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HOUSING NEWS AUTUMN 2026

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
Recycling & Waste	01389 738282
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 **01389 776400**

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**

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) **0345 128 4025**

Citizens Advice Bureau **0800 484 0136**

Police non emergency **101**
In an emergency dial **999**

Crimestoppers (freephone) **0800 555 111**

Dumbarton District Woman's Aid **01389 751036**

Scotland's Domestic Abuse Helpline (24/7 free helpline) **0800 027 1234**

Keeping kids safe online

Parents and carers are being encouraged to get one step ahead to protect children online.

The Cyber and Fraud Hub has a very useful guide for parents, carers and guardians Keeping Children Safe Online, to help families stay one step ahead.

The guide gives a clearer understanding of social media, gaming platforms and communication methods that children use every day, often without adult oversight.

The guide is available to download for free at <https://cyberfraudhub.org/resource-database/keeping-children-safe-online>

If you are concerned your child has been a victim of fraud or a cyber-crime, please call the Cyber and Fraud Hub's free helpline on 0808 281 3580 or visit cyberfraudhub.org



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.



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For your chance to win a £25 shopping voucher, email your answers with your name, address and contact number by 23 October 2026 to housingnews@west-dunbarton.gov.uk or you can phone or text your answers to 07983 542993.



- How often should properties have an Electrical Installation Condition Report (EICR) carried out?
a) Annually b) every 5 years c) Once a month
- The annual national awareness campaign which aims to end violence against women and girls lasts how many days?
a) 16 b) 15 c) 20
- The new allocations policy is expected to be fully implemented by when?
a) January 2030 b) January 2029 c) January 2027

PREVIOUS QUIZ WINNER



Congratulations to John Kerr from Old Kilpatrick who is a regular Housing News reader and has entered the quiz a few times so was delighted to win the £25 shopping voucher in the summer edition prize draw.

HOUSING
news

Don't miss the next edition of Housing News due out in WINTER 2026

