

HOUSING

NEWS

THE QUARTERLY
NEWSLETTER
FOR TENANTS
OF WEST
DUNBARTONSHIRE

New Builds Progressing

P3

Keeping Details Up To Date

P4

Willox Park Redevelopment

P6



SPRING 2024

INVESTMENT CONTINUES AS TENANTS ARE SET FOR IMPROVEMENTS TO PROPERTIES IN THE NEXT YEAR

Tenants across West Dunbartonshire are set to benefit from a range of upgrades to properties over the next year.

The work will include 850 homes receiving new central heating systems, 330 brand new kitchens and 260 new bathroom installations.

It is all part of the Council's Housing Investment Plan for 2024/25 and builds on investment made over the previous 12 months.

This follows an increase in rent by 6.7% which was the preferred option of tenants during the annual rent consultation.

The Council is also committed to building more suitable homes for families in the area and bringing others into Council ownership through the Buy Back Scheme.

Peter Barry, Chief Officer of Housing said: "We have made every effort to minimise the increase but the rise in inflation, which contributed to the UK being in recession, has led to increased costs for the provision of Housing Services.

"When going into the consultation, we recognised that our tenants were facing the same challenging financial circumstances, and so keeping as low a rent increase as possible was our main priority.

"The focus has been on reducing costs through efficiencies to allow us to continue to deliver on improvements to our homes ensuring they are of a

high standard and energy efficient. That's why the capital programme will focus on carrying out installations across the district.

"Increasing the supply of available properties is also critical and we have an ambitious new build programme but are also buying back properties which is a particularly cost effective way to increase our stock. This important programme can also help progress capital improvements to blocks where they are all under Council ownership."

The successful consultation saw 76% of tenants vote in favour of the 6.7% increase option with councillors agreeing to implement this at a meeting of West Dunbartonshire Council on 6 March.

The increase equates to an average weekly increase to each household of £5.94. All tenants will be sent a letter to formally give notice of the increase and how much it will mean for their rental charge.

Help is available for anyone who is concerned about meeting the new payment.

Anyone who is worried should contact the Council as soon as possible so support can be provided. Call the Council on **01389 737788** if you are in this position or if you have already missed payments. Help will be provided to try and get you back on track.

More tenants than ever have their say in rent setting consultation

The highest number of tenants took part in this year's rent setting consultation with 1724 voting for their preferred option.

76% voted for option 1 which was for a 6.7% increase.

Following commitments made last year, tenant involvement also started right from the beginning of the process and tenants were involved in discussions to determine the options being put forward for voting.

Three meetings took place over October and November last year and, despite the financial issues that had to be addressed, these meetings were very productive and informed the options put out for voting.

Understandably the key priority for tenants was to keep any increase as low as possible and this resulted in only two options being put forward.

The consultation period was extended to January 19th which gave tenants 10 weeks to respond. More text and email reminders about the consultation also helped remind people to vote. Facebook was used to promote the consultation and a video created to increase engagement. A £50 prize draw was also included to encourage participation and Thomas from Clydebank was the lucky winner.

Peter Barry, Chief Officer of Housing said: "We are delighted to see so many tenants participate in this important consultation. Our plans and how we spend the housing budget impacts on all tenants so it is really important that we hear from as many of them as possible and use their views to make such critical decisions."

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, added: "I want to give my thanks to tenants for providing feedback which helped to form the rent setting for this coming year."

Anti-Social Behaviour Team take action against perpetrators

The Anti-Social Behaviour Team (ASBT) continue to be both proactive and reactive in communities on behalf of tenants and residents in West Dunbartonshire.

Since the last update in Housing News, the team have issued 40 warning notices to individuals acting in an anti-social manner.

In addition, there have also been 11 Notices of Proceedings for the Recovery of Possessions served which is the first step in the eviction process.

For more persistent anti-social behaviour, two court proceedings have been raised for one full eviction and one Anti-Social Behaviour Order (ASBO) to

restrict further disruption showing that the Council will not tolerate anti-social behaviour.

Outwith this, the team carried out 343 proactive foot patrols, gathering evidence and deterring anti-social behaviour.

They are available seven days a week from 8.45am until 2am Monday to Friday and from 3pm until 2am on Saturday and Sunday.

They can be contacted on 01389 772048 or by email to ASBTeam@west-dunbarton.gov.uk.

Outwith these hours, call Police Scotland on 101 or 999 in an emergency.

ENVIRONMENTAL SENSORS TO DETECT DAMP AND MOULD FITTED IN HOMES

Environmental sensors aimed at eradicating damp and mould have begun to be installed in homes across West Dunbartonshire.

The sensors measure air quality, humidity and other environmental factors, with the Council able to use the data to identify properties that need further investigation.

These can be fitted to homes with minimal disruption to tenants, and operate from a sim card so do not rely upon tenants' internet connection therefore free to use.

The sensors also allow tenants to track the data about their own home through an app, with additional support and guidance from the Council.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: "None of our tenants should be living in a home that is affected by damp or mould and these new sensors will allow us to access information on the fabric of each home easily so we can take action quickly to resolve.

"Not only that, we will have data to track problems and help us identify what the best approach to resolve it will be.

"This is the biggest roll out of this type of sensor in Scotland and I am proud that West Dunbartonshire's approach to dealing with damp and mould is not only leading the way, but addressing the problem in an efficient and proactive manner."

The approach is one of a variety the Council is taking to ensure any instances of damp or mould are tackled quickly and effectively, as agreed at a meeting last year.

Other actions being taken include a revised process for dealing with concerns about damp and mould in properties, which will see dampness



inspections carried out within a maximum of two days after an issue is raised.

Any repairs required following inspection will be categorised as urgent and carried out within 10 working days, with follow up visits to determine whether the household has additional support needs including financial assistance.

After repairs have been completed, a further inspection will be carried out within 60 days to ensure no further action is required.

Once the sensors have been installed, tenants can download the app (pictured) and use linky, the house which is pictured, to help manage their home and take the steps needed to keep it healthy.

A login for the app can be requested by emailing:

enviro-sensors@west-dunbarton.gov.uk and questions can also be submitted via this address.



Ways to get involved in your community



There are many ways to get involved in what's happening in your community and tenants have rights to participate in decision making about their home and the services they receive.

The Council welcomes this input and, through Housing Services, they provide a range of opportunities for tenants to use their voice.

Joining a Tenants and Residents Association can be a great way to do that.

These Associations are a vital part of the local decision-making process and members can work together to encourage improvements and to express their views on important issues including safety and improving shared spaces.

For more information, contact the relevant group using the details to the right of this article.

However, some tenants may not want to or have the time to join a TRA but there are other ways to get involved.

To find out more, phone or text Jane on 07983 542993 or Ana on 07823 664247 or email tenant.participation@west-dunbarton.gov.uk

More information is also available at <https://www.west-dunbarton.gov.uk/housing/council-housing/tenant-participation/>

TENANTS AND RESIDENTS ASSOCIATIONS

ALEXANDRIA

Central Alexandria

catrawdc@yahoo.co.uk

Tullichewan

Harry_mccormack.tullichewantra@yahoo.co.uk

Haldane

H.T.R.A@hotmail.com

CLYDEBANK

North and South Drumry

tenant.participation@west-dunbarton.gov.uk

Littleholm

littleholmtra@hotmail.com

Dalmuir MSF

tenant.participation@west-dunbarton.gov.uk

Central Radnor Park

Centralradnorparktra0@gmail.com

Old Whitecrook

oldwhitecrooktra2017@gmail.com

DUMBARTON

Risk Street

rstrachair@gmail.com

Westbridgend

wbralomondcourt@talktalk.net

Willox Park

tenant.participation@west-dunbarton.gov.uk

Tenant group members benefit from positive speaking training

Members of Tenants and Residents Associations (TRAs) in Dalmuir and Tullichewan recently attended a workshop on positive speaking.

The session, organised by the Council's Tenant Participation service, is one of a number of different supports available to TRAs to strengthen their skills and help them function effectively.

During the session, members learned how to communicate in a way that's friendly and encouraging and can help motivate others and get more done together. It also looked at handling stress well.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: "The TRAs are vital in exacting change in their communities, representing their areas and seeking improvements for the whole neighbourhood.

"I'm pleased to hear about their session because learning positive speaking skills is really helpful in both personal and work life."

Harry McCormack of Tullichewan TRA said: "I found the positivity course resourceful and gave me a sense of ease that there's always much more to learn about people and situations."

To get involved in a tenant group or find out more about what tenant participation could help with, please contact Ana Deevy at ana.deevy@west-dunbarton.gov.uk, on 07823 664247 or follow the West Dunbartonshire Tenant Participation Facebook page.

UPDATE ON NEW BUILD DEVELOPMENTS

West Dunbartonshire Council's ambitious house building programme is continuing to make good progress.

The More Homes programme has already seen 1000 new affordable homes built in West Dunbartonshire to date.

The design of many of these new homes uses innovative technology to make them more sustainable and some are net zero. This also helps tenants who will see a reduction in their future fuel bills within these new properties.

The Council and partners aim to deliver 2500 new social and affordable homes by 2032.

Three of the main sites which are currently progressing are outlined below.

Clydebank East

The 88-home development at Clydebank East is progressing well with some of the houses expected to be available later this year.

This development is West Dunbartonshire's first net zero project, which means that heat and hot water will be supplied by air source heat pumps and supplemented with solar panels. There will be no gas connections to the site which is a new building regulation for all social houses. All the homes will be well insulated and have triple glazing so they will retain heat well. All of these factors will mean lower utility bills which will be welcome news for tenants.



Mount Pleasant, Old Kilpatrick

Planning permission has been granted for 19 new homes at the site of the former care home at Mount Pleasant, Old Kilpatrick. A combination of one and two bedroom flats, terraced bungalows and cottage flats, all with private gardens or balconies will be built. Construction should start in April and will take around a year to complete.

It is proposed that these homes will be aimed at an older age group who may be considering downsizing from larger family homes. The village centre location with a community courtyard garden serving as a focal point will make for an attractive place to live.

Pappert, Bonhill

Contractors are on site at Pappert in Bonhill where 26 new homes are being developed.

A mix of cottage flats and 3 and 4 bedroom semi-detached or terraced houses are planned. The site includes four bedroomed properties that can sleep up to 6/7 people in response to greater demand from larger families within the area.

Following consultation with adjacent residents, improvements will also be made to on street parking at the north end of the site and this will be the first phase of works. The construction will last about 16 months, and the houses will be available to let in summer 2025. Improvements to the play park and the football pitch will also take place.



Conveners' Column

Welcome to the spring edition of Housing News.

I am absolutely delighted that the project to install environmental sensors in our properties is well underway.

This is a really important step in dealing with mould and damp in council homes and the advanced technology which is being used helps us to make sure we are able to act.

Because the sensors track data on air quality, humidity and other environmental factors it gives the Council the information needed to plan required works. This means that action can be taken at an early stage which benefits both the tenant and the Council.

I am proud that West Dunbartonshire is leading the way in this approach to dealing with damp and mould, helping us to address any problems in an efficient and proactive manner.

Meanwhile there continues to be excellent progress in our new build homes programme. I have been pleased to see work progress at Clydebank East with some of these homes hopefully available later this year.

Also, planning permission has been granted for the former care home site at Mount Pleasant in Old Kilpatrick and we are now on site at Pappert in Bonhill. These significant moves underline our commitment to improving the housing provision for our tenants which I am delighted with. It is also really pleasing to know that these properties are being built to net zero standard ensuring that they are sustainable for the future with the added bonus that they will mean reduced bills for tenants going forward.

The recent episodes where lifts in multi-storey flats in Clydebank were out of action for a short time highlighted how important it is for tenants to keep their contact details up to date. The Council were able to quickly notify everyone who had provided current details of the issue, the actions taken to fix it and when it was fully repaired and operational again. I would urge all tenants who haven't updated their housing officer to do so as soon as is convenient, so they are kept in the loop going forward.

Please do not hesitate to contact me or your ward councillor if you have any ongoing issues, as many tenants have already done after reading Housing News.

Thank you for your continued support.

Opportunities are there to swap tenancy

An online tenancy swap service is available to make the search for a more suitable home easier.

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

The Homeswapper online service is designed to help tenants looking to move, find a suitable match, allowing registered users to browse properties available for a swap.

Currently West Dunbartonshire Council has 1600 tenants on the waiting list for a transfer, yet only 221 have also registered on the online platform that maximises the chances of finding a successful move.

Once a suitable match with another household is found tenants simply complete an online application form and their case will be assessed within 28 days.

There are some cases where a swap may not be permitted. For example, if you are living in an adapted property and the person interested does not require this adaptation. More information is available from your Housing Officer.

To register and view properties available for swap visit: <https://www.west-dunbarton.gov.uk/external-links/housing/home-swapper/>

MAKE A DIFFERENCE

Youth organisation Y Sort-It are looking for volunteer mentors aged 18 and over for their intandem programme.

This involves mentoring children and young people involved in the care system. Full training, expenses and support will be provided by the intandem Mentoring Team.

Interested? Get in touch by calling 0141 941 2208 or email info@ysortit.com

NEW READY2THRIVE COURSE HELPS MORE YOUNG PEOPLE

A new one-to-one coaching programme to support young people enter the world of work with confidence has been launched.

Ready2Thrive, part of the Working4U Thrive programme, is aimed at supporting young people who do not feel comfortable going into a group work setting.

Participants receive one-to-one coaching for 12 weeks and set goals to make progress towards during that time.

The young people chose from a menu of activities such as joining the gym, working on their mental health, independent travel, confidence building or volunteering and are supported to implement steps towards their goals. Young people receive £40 a week for participating in the programme and can access laptops and Wifi as required to help digital access.

Cole, 18, started the Ready2Thrive programme in September 2023 after being referred by

Skills Development Scotland.

He attended one-to-one coaching sessions where he worked with a Working4U officer on goal setting to help motivate him. This included improving his daily routine and introducing activities throughout his day and week to get him focussed and active.

He also joined fellow Ready2Thrive peers and enjoyed sharing his achievements with the group.

During the programme, Cole completed a Youth Scotland award and submitted a college application, where he has now started a course.

He said: "I really enjoyed my time working with Ready2Thrive and feel really good about what I have achieved. I am moving about a lot more and tracking my steps on my phone. I feel more confident that I can do it if I put my mind to it."

To make a referral to Ready2Thrive, please visit <https://bit.ly/3qWsi0U> or email ypg@west-dunbarton.gov.uk.

Tenants in multi-storey flats urged to keep their contact details right up to date

Communication is key when it comes to letting tenants in multi-storey flats know if there are issues with lifts and when they are back in operation.

To achieve this, it is vital that tenants make sure their contact details are right up to date.

Housing Operations have been working closely with the tenant representatives from the WDTR0 to improve communication when lifts are out of action.

A lift protocol has been agreed and, as well as putting up notices on site, the protocol includes text messaging when a lift is out of order both during the working day as well as after hours.

In February, two multi-storey flat lifts were temporarily out of action for a short time in Glennifer View and Crescent Court.

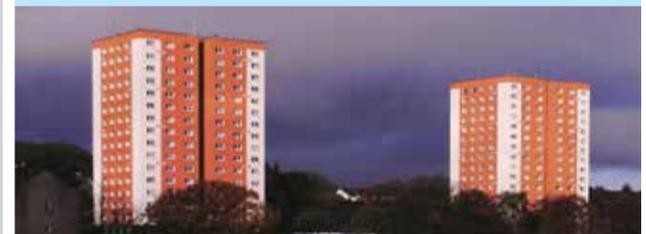
The new protocol was put into action and all tenants who the Council had current contact details for received a message outlining the fault, the actions West Dunbartonshire Council Housing were taking to fix it and were then notified when the lift was working again.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal said: "This worked well and we are committed to improving communication with tenants. It is vital, therefore, that we have up to date contact details so that tenants don't miss out on key information.

"With this in mind, we would urge all tenants who haven't updated their housing officer with their most recent details to do so as soon as they can to enable them to receive any messages we send out."

Posters are also being put up in multi-storey blocks to remind tenants across the authority area.

To contact your housing officer you can email them or phone 01389 737661 (Monday to Thursday 9am to 4.30pm, Friday 9am to 3.30pm) and choose option 3 for Alexandria/Dumbarton and option 4 for Clydebank.



Tenants must take responsibility for their actions – in the interests of us all

The Council is committed to ensuring our homes are kept up to a good standard but tenants also have a part to play.

As a landlord, the Council has an obligation to carry out the majority of repairs that are needed in our properties at no cost to the tenant. Tenants, meanwhile are responsible for taking reasonable care of their home. This includes carrying out minor repairs and maintenance and internal decoration as laid out in tenancy agreements.

Although most Council tenants keep their homes in good condition, there are some tenants who 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, tenant's family or visitors. Tenants will also be charged for work that may be required when they move out of their

property, for example if they have failed to leave the property in a good condition or have failed to fully remove their belongings before handing back keys.

These are known as rechargeable repairs, and it is in the interests of everyone in West Dunbartonshire that the Council recover the cost of these. Not doing so would deprive the Council of much needed income, increase the cost of the service and rental levels for tenants. However, there are occasions when costs cannot be recovered despite action being taken and this then impacts all tenants.

Tenants are already advised of their responsibilities when they take on a new tenancy and the Council will emphasise these during contacts we have with existing tenants to help prevent avoidable recharges and protect the repairs budget so that it can deliver what it is intended to.

Improved stock turnover information for housing applicants

Information about the Council's current housing stock and turnover is available for housing applicants to view online.

The Council website has a range of useful information on the allocation policy, guidance on submitting a housing application and some important information about areas and house types which will help when completing a housing application form.

The stock and turnover information is updated regularly to help

tenants make informed choices based on the property types and size needed as well as how often house-types become available for re-letting in specific areas.

For rehousing advice see: <https://www.west-dunbarton.gov.uk/housing/council-housing/tenancy-and-allocations/housing-applications>, phone allocation staff on 01389 737661 or email allocations@west-dunbarton.gov.uk

IMPORTANCE OF WALKABOUTS TO IDENTIFY COMMUNITY ISSUES

As reported in the previous edition of Housing News, walkabouts are a key way to help tenants and residents directly report and resolve issues in their area to the Council.

Any tenant can request a walkabout with housing staff and they can be particularly beneficial if there are a few tenants to give different views of local issues. Walkabouts were discussed at the last WDC/WDTRO Liaison meeting and will now be monitored by the group to ensure consistency.

The walkabout process has been improved to make sure all issues are reported and looked into by the responsible team. Everyone who has taken part in the walkabout will agree a priority list of things that can be done and an action plan created.

A meeting will be held 2 weeks after the walkabout to give updates and discuss the rest of the action plan.

Nicola Pettigrew, Housing Operations Manager, said: "Making sure actions get completed quickly and that tenants get regular updates has been identified as critical and we are committed to making sure that walkabouts are an effective way to improve areas and really

appreciate the input tenants give."

If you want to find out more contact either your Tenant Participation Officer Ana Deevy on 07823664247 or area co-ordinators contact details are here.



AREA CO-ORDINATORS

Alexandria

Kevin McCrossan
kevin.mccrossan@west-dunbarton.gov.uk
07833 294324

Dumbarton

Scott McLelland
scott.mclelland@west-dunbarton.gov.uk
07772 442950

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david.lynch@west-dunbarton.gov.uk
07940 077306

Clydebank Waterfront

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suzanne.marshall@west-dunbarton.gov.uk
07501 100246

Tenant Priority Budget open to all

Tenants are encouraged to bid for funding from the Tenant Priority Budget which can be used for any work directly benefiting tenants on land owned by the Council's Housing Revenue Account.

Ideas are welcomed from an individual or tenant group, with previous projects undertaken including new planters, pergolas and community gardens throughout West Dunbartonshire.

This budget comes from the Housing Revenue Account, where tenants' rent and Housing Benefit contributions are pooled.

The idea should involve improvements the landlord is not obligated to undertake but would enhance the local area.

Any tenant can submit a proposal through the West Dunbartonshire Council website or get in touch with the Tenant Participation team at tenant.participation@west-dunbarton.gov.uk, or contact Ana Deevy on 07823 664 247.

CCTV team helping fight crime

The CCTV team play an important role in ensuring the safety of tenants and residents in West Dunbartonshire.

The team work closely with partners and have assisted Police Scotland in detecting 28 disturbances, 48 requests for police assistance, six illegal drugs incidents, one firearms incident, one sexual offence incident and seven serious assaults.

Operators notably observed and tracked a youth on an e-bike in the Drumry Road area after he damaged a parked vehicle. They successfully guided the police to his location where they caught up with him.

Another operator witnessed an ongoing suspected drug deal within the Duncombe View area and alerted the police. Officers attended and seized a quantity of suspected illegal drugs.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities said: "It's great to see the valuable contribution this team are making in keeping our communities safer."

Tenant's voice with Harry McCormack



Tenants together have a stronger voice

I'm writing this in place of Frances McGonagle as she is focusing on her health just now and we wish her a speedy recovery.

The WDTRO carry on and as with many tenant groups across the country it is particularly when a key member is out of action that you realise how precarious groups can be. However, we know that a strong tenant voice is essential for us all and that spurs us on.

The support we get from the Tenant Participation officers is really important and I attended a training session they organised recently on confidence

building. It is these activities that tenant groups really benefit from but as an individual it was also really worthwhile. I would encourage all tenants to join a tenant group if there is one near them or go on a local tenant walkabout and see the difference you can make in your area.

As a tenant organisation we were pleased that the Council went with the tenant majority from the rent setting consultation this year and hope the Council will continue to do as they say and put tenants at the centre of everything they do - that's the housing service we need.

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

LISTENING TO TENANTS' VIEWS - NEW HOMES FOR WILLOX PARK



Tenants at Willox Park are set for new properties after voting in favour of homes being redeveloped.

Last year some of the cottages at the Dumbarton site were found to have serious damp problems and the tenants in the worst-affected homes were rehoused.

Due to the amount of work needed to fix the problems, an options appraisal consultation exercise has since taken place.

Following eight weeks of consultation, the tenants at Willox Park sheltered housing have voted for the redevelopment of the complex to deliver new homes for older people. The new homes will be energy efficient and offer better, more accessible layouts than the existing cottages. The masterplan will also include a new common room.

This second phase of development will only start once the first phase, on the site of the demolished care home, is completed. Councillors agreed to the redevelopment of the site at a meeting of the Housing and Communities Committee in February.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities said: "The first phase has recently received planning permission which is excellent news.

"This plan means that existing residents will move into the new homes on the site keeping the community together and minimising any disruption to care or support they receive which was a key priority.

"I am delighted that the tenants have been able to give their feedback and have been listened to."

Action taken after feedback from tenant satisfaction survey

A text messaging service is set to be introduced reminding people of when repairs will be carried out, in response to tenants' feedback asking for improved communication.

A host of improvements have been made since the 2022 Tenant Satisfaction Survey identified that tenants were looking for a better repairs service, better management of anti-social behaviour and better value for money as well as improved communication.

The Council have also increased the number of repairs appointed with over 92% of appointments kept during 2023/24. A mobile app has been introduced so officers can work in the community and the time taken to re-let empty homes has reduced. A programme of capital investment has also been developed to accelerate home improvements.

The next survey will be taking place in the coming months.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: "We are committed to continuing to strengthen the tenant voice across housing services, increasing opportunities to participate and influence the provision of services.

"As part of this commitment we plan to seek the views of tenants in a further satisfaction survey planned to be carried out this summer."

ON THE SPOT



**Lara Colraine,
Housing First Worker**

What three words best describe you?

Friendly, compassionate and non-judgemental.

How long have you worked for the Council?

Over 2 months.

Where did you work before West Dunbartonshire Council?

Turning Point Scotland.

What's your favourite part of your job?

Making a positive difference in people's lives, no matter how small.

What's the funniest moment you've had at work?

I've not been here long enough.

If you could do any other job for a day, what would it be?

Work with animals.

How do you like to unwind after a hard day's work?

Wild swimming, kayaking.

What's the best piece of advice you have ever been given?

Manage work-life balance and treat everyone with the same compassion.

Funding to develop Clydebank Sports Hub growing space

West Dunbartonshire Council has been successful in receiving funds to improve community growing facilities and offer a place for local people to come together and grow fresh produce.

The money has been received through the UK Prosperity Fund and one of the projects being funded is at Clydebank Sports Hub in Whitecrook. Raised beds will be available to community members or community groups looking to get involved in gardening and growing.

If you would like to find out more, contact YourCommunity@west-dunbarton.gov.uk or call Colin on 07795 540160

NEW DIGITAL HEATING CONTROLS FOR MULTI-STOREY FLATS

Work is ongoing to enhance heating systems within West Dunbartonshire's multi-storey blocks.

Tenants will have more control over their heating and hot water as existing storage heating switches are replaced with new smart controls.

These new controls will also allow tenants to have a smart meter and access new, potentially better value, electricity tariffs.

It also means that on days which are forecast to be warmer, the storage heaters, which require to be charged up like batteries can be used less, saving money.

Following a successful pilot at Kilbowie Court, the heating controls are being rolled out firstly to the six multi-storey blocks in Dalmuir in March, after drop-in sessions took place in Dalmuir Community Centre to give tenants information on their installation and benefits.

Dates for drop-in events for Westbridget and Drumry will be publicised later in spring.



HOUSINGnews

- 1 LOMOND
- 2 LEVEN
- 3 DUMBARTON
- 4 KILPATRICK
- 5 CLYDEBANK CENTRAL
- 6 CLYDEBANK WATERFRONT

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know your councillors



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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**
Capital Investment Team **01389 738562**

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**
Caretaking Service **01389 738282**
Dog Warden **0141 951 7957**
Home Content Insurance **01389 737867**

Housing Allocation Enquiries

01389 738548

Anti Social Behaviour (inc. dog fouling)

All anti social behaviour incidents can be reported on **01389 772048** 8:30am - 2am Monday - Friday and 3pm - 2am Saturday - Sunday

Fraud Investigation Team

01389 738217
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**

Get help if hearing loss is affecting you

Free community hearing checks will be made available in Clydebank throughout April.

Hearing loss can be a common side effect of aging or exposure to a lot of loud noise and can affect your work and social life.

The hearing checks will be held at Centre 81 in Clydebank on Thursday 11th, 18th, 25th April and 2nd May, 11.00am-1.30pm. The team will then be moving to Clydebank Library, Dumbarton Road, on Thursday 9th, 16th, 23rd and 30th May, 10am-12.30pm.

Tenants worried about a decline in hearing can also complete an online test at <https://rnid.org.uk/information-and-support/take-online-hearing-check/> or visit a GP for advice and to arrange a hearing test.

Further information and advice on the signs of hearing loss and what can be done about it is available here <https://www.nhsinform.scot/illnesses-and-conditions/ears-nose-and-throat/hearing-loss/>.



Help to stop smoking



Thinking of stopping smoking? Free help is available.

Call 0800 916 8858 or get in touch with advisors via the QR code to find out about support available.

Quiz Winner



Congratulations to Lorna Aitken of Dalmuir who was the winner of the quiz from the winter edition of Housing News.

She will be spending her voucher on her baby son Luke and her cat Simba.

WAYS TO PAY YOUR RENT

Through your bank...

This is our preferred method for you to pay your rent. It's easy for you to set up a Direct Debit or Standing Order, offering you peace of mind and convenience. 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 **May 1st 2024 to: housingnews@west-dunbarton.gov.uk** Alternatively, you can phone or text your answers to **07983 542993**.



- How many tenants voted for their preferred option in the recent rent setting consultation?**
 - 1724
 - 222
 - 3591
- Tenants of which multi-storey flats were contacted recently regarding issues with the lifts?**
 - Glennifer View and Crescent Court
 - Clyde Court and Lomond Court
 - Mountblow House and West Court
- Tenants from which TROs recently took part in a positive speaking event?**
 - Central Alexandria and Haldane
 - Central Radnor Park and Old Whitecrook
 - Dalmuir and Tullichewan