

HOUSING

news

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FOR TENANTS
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SUMMER 2026

Tenants and staff celebrate 100th liaison meeting

A milestone 100th meeting was recently held between the West Dunbartonshire Tenants and Residents Organisation (WDTRO) and Housing Services.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal and senior housing staff meet with representatives from the WDTRO regularly as they work together to improve housing related services.

The liaison meetings began in 2009 with their recent meeting at Dalmuir Community Centre in February marking the milestone.

The first meeting 17 years ago was held with a simple aim to improve communication and encourage tenant participation. This has since evolved into a strong collaborative approach, with the two groups working together to turn challenges into solutions.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal, said: "Meeting this milestone of 100 liaison meetings is a testament to the dedication of every tenant member involved and I want to extend my thanks to them all. Their commitment in terms of the time and energy they put in, is recognised and valued very highly by our teams.

"Alongside the many successes we have had, there have also been challenges and these are addressed in an open and transparent environment where everyone's voice is heard and respected.



"Thank you to everyone who has contributed a suggestion, raised a concern or helped implement a change over the years and I look forward to continue working together to make our housing services the best they can be."

Frances McGonagle, chairperson of the WDTRO said: "We have achieved much through these meetings and being able to speak directly to managers and the Housing Convener gives us the chance to put our points across and we have also learned a lot about how housing works. Improvements that do get made, we also monitor to ensure they are continued and we look forward to contributing to more in the future."

Keeping your communities safe

The Council's Anti-Social Behaviour team has issued 34 written warnings to residents in the past three months.

The team have also served five notices of proceedings, attended court eight times and applied to the court for legal restrictions on three people due to continual anti-social behaviour despite interventions from the Council. As part of the team's work to reduce anti-social behaviour in the area, they work closely with Police Scotland and other partners, including within Balloch Park in advance of the summer months.

Since last October, the team has also taken on parking enforcement and has issued 2484 Parking Charge Notices (PCNs) across the authority due to illegal parking. There are four enforcement zones within West Dunbartonshire and more information can be found at:

<https://www.west-dunbarton.gov.uk/roads-parking-travel/parking-and-car-parks/decriminalised-parking-enforcement>

The CCTV team also continues to capture images and deter crime and anti-social behaviour. During the last month, 159 incidents have been captured which helped both Police Scotland and ASB services to investigate, providing evidence to bring offenders to court.

The ASB team works 365 days of the year, from 8.45am until 1am Monday to Friday and 2pm and 1am on Saturdays and Sundays. They can be contacted at 01389 772048 or by email to:

ASBT@west-dunbarton.gov.uk or
AIT@west-dunbarton.gov.uk



Involving Tenants to Improve Housing Services

Regular meetings between the West Dunbartonshire Tenants & Residents Organisation (WDTRO), Convener of Housing and Communities and senior housing staff are one of the vital ways in ensuring tenants' voices are heard and acted upon.

Meetings take place every two months and allow tenant representatives to have face-to-face discussions with key decision-makers and work together to improve housing related services.

Tenant participation staff have produced a summary of some of the improvements that have been made as a result of these meetings. These include:

- An improved repairs cancellation process where a text or email is sent to a tenant warning that repair will be cancelled, giving them the chance to reschedule
- A review of procedures when a lift is out of order ensuring better communication with tenants
- Tenant Priority Budget proposals are now monitored more closely at liaison meetings ensuring priority is given to projects delivering local neighbourhood improvements
- Improved transparency around caretaking duties and the level of cleanliness tenants should expect with lift cleanliness prioritised and improved information on how to report issues also circulated.
- A review of the estate walkabout process with the aim of ensuring these are carried out consistently and promote local involvement.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal said: "The meetings we have with tenants and the WDTRO give us invaluable insight into what tenants need from our housing services and it's great to see these improvements happening. We want to listen to tenants and offer a range of ways to get involved so that they can do so in a way the suits them. I thank our housing staff for the great support they offer, and I hope more tenants are encouraged and empowered to get involved."

A full report on Tenant Participation, which was presented at the Housing and Communities Committee, is available at: <https://www.west-dunbarton.gov.uk/media/403fw4qg/tp-performance-annual-report-25-26.pdf> or call or text Jane on 07983 542993 for a paper copy.

The update includes the achievements made implementing the first year of the 'Involving You to Improve Housing Services' action plan which helps tenants scrutinise housing performance, improve transparency and ensure staff work with tenants to produce the best outcomes.

Properties giving tenants a new lease of life

Long-term Willox Park tenant Billy Leyden has told how his new property is a 'dream come true'.

The 80-year-old has been resident within the sheltered housing complex for the last 30 years and, along with his neighbours, recently moved into one of the new-build properties on the site.

Billy said: "It's worth the wait. It's a big, big difference being out of the old place. It's a dream come true."

Billy, who is originally from Levensale, has been enjoying his new surroundings since moving in in February this year and says, when the weather allows, he enjoys sitting out in the garden areas with his neighbours.

He went on: "There's been different people living here over the years but there's always been a good community, always friendly people. We like to sit and have a wee blether. The new communal areas are nice too."

In 2024, the existing homes within the Willox Park Sheltered Housing Complex were designated for regeneration. A consultation exercise with tenants was undertaken with most voting in favour of the properties being demolished and replaced with new modern energy efficient homes.

Tenants were extensively consulted on plans and, earlier this year, the 17 new homes were completed.

The project was funded from the Council's Housing Investment Programme supported by the Scottish Government's Affordable Housing Supply Programme funding.

Willox Park, along with the Council's development at Mount Pleasant in Old Kilpatrick, which was completed last year, were shortlisted for the Affordable Housing Development of the Year Award at both the Homes For Scotland Awards and Scottish Home Awards with Willox Park being successful at the Homes for Scotland Awards.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: "It's great to see these properties completed and members of this close-knit and vibrant community enjoying their new surroundings."

"I want to thank both the tenants and the Council's housing officers who have worked closely together to achieve this extremely positive outcome."

"It was vital that the tenants expressed their views and housing officers made sure these were properly represented during the entire consultation process."

McTaggart Construction was the appointed contractor for the project and completed works earlier this year.



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 install environmental sensors at the same time.

As EICRs 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 is keen to avoid such measures and urge tenants to respond to contact made by GD Chalmers so a suitable appointment can be made.





Conveners' Column

New Beginnings

It is always a pleasure to attend new Council housing developments when work is in the early stages and again, once it is complete in order to see the transformation.

It was great to be at Willox Park recently and meet with residents who are settling into their new homes within the sheltered housing complex.

Their involvement, alongside our housing officers, has been key in ensuring these new-build properties are suited to their needs. Their individual properties as well as the communal areas, both inside and outside, will undoubtedly improve their quality of life and sense of community.

This is not the only new development to be celebrated recently. Within the last 18 months, we have seen completions at the former Mount Pleasant Care Home site which has been transformed into a mix of 19 cottage and flatted properties in a key location with excellent transport links. A major regeneration site at Clydebank East has seen new tenants settling into 88 properties, comprising flats and a variety of homes including wheelchair accessible houses. And in Pappert, Bonhill, 26 homes are giving residents a new lease of life. It was amazing to hear recently that these new developments have contributed to lifting 129 children out of homelessness.

This is a key aim of the Housing Emergency Declaration Action Plan which was developed after we declared a housing emergency in West Dunbartonshire two years ago. Since then, our housing service, led by the Chief Officer, has worked hard to identify key areas in which to focus resources, leading to better outcomes for our citizens.

This work will continue and I am determined to keep up the fight to get more funding here in West Dunbartonshire which will help us meet our aims.

Coming into the summer months, it is a great time for tenants to build up new habits, including improving the circulation of air flow around the home.

There are some informative articles in this edition which help empower tenants to take small and simple steps to improve air quality. I hope you can manage to find the time to read about this and play your part in keeping properties in good shape.

Finally, I would like to take the opportunity to thank the WDTR0 and our dedicated staff who work so hard on tenant participation for reaching the milestone of the 100th tenant liaison meeting recently. These meetings are vital in ensuring the work of the Council is focused on the needs and priorities of those it serves.

Housing Emergency - where are we now?

The Council will this year place a stronger focus on helping people sustain their tenancy in what is a key aim in the Housing Emergency Declaration Action Plan.

There will also be emphasis on encouraging tenants to meet their housing needs utilising mutual exchange and Homeswapper which is free for tenants to use.

Since May 2024, when a housing emergency was declared in West Dunbartonshire at the Housing and Communities Committee, senior officers have worked diligently to explore barriers to housing and where differences can be made.

The two main reasons an emergency was declared was due to continued increased demand particularly on homeless services and a lack of housing supply with reduced funding from the Scottish Government.

A project board was created of senior housing staff, chaired by the Chief Officer of Housing to oversee the action plan. To ensure outcomes are achieved and additional actions can be considered the Board have met weekly since being established.

Two housing summits have also been held, most recently on 2nd February 2026 where key stakeholders gathered to discuss how each organisation can further help address the emergency and improve future access to housing within West Dunbartonshire.

Representatives from almost 70 groups attended



including local housing associations, support agencies, health and social care colleagues, the Scottish Government and elected members.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal, said: "Despite actions taken, there has still been an increase in homeless applications this year which has meant there has been a rise in bed and breakfast usage and breaches of the Unsuitable Accommodation Order but not to the same extent as in 2024.

"Although the figures show an improvement, they indicate that the Council needs to continue to take action to help ease the emergency.

"It is important that support is provided to tenants to sustain their tenancy where possible and look for alternatives when their needs have changed. I want to thank the housing officers who work so closely with the communities they serve to maximise the housing stock we have and support tenants."

Positive outcomes from housing focus

New council housing developments in West Dunbartonshire have helped lift 129 children out of homelessness, supporting a key aim of the Council's Housing Emergency Declaration Action Plan.

Chaired by Councillor Gurpreet Singh Johal, the Council's Housing and Communities Committee declared a housing emergency in May 2024 with the Scottish Government declaring a national housing emergency just two weeks later.

An action plan was drawn up shortly after the declaration with four main priorities:

- delivering and maintaining homes
- making better use of existing housing stock
- improving access to housing and preventing homelessness
- strengthening the financial sustainability of housing budgets.

Meanwhile, the Council has continued to deliver its ambitious council house building programme.

Over the past 18 months, new housing developments at Clydebank East, Mount Pleasant and Pappert have been completed. Analysis shows these developments have played a major role in reducing homelessness among families, with 129 children moving into safe and secure, permanent homes.



Around 70% of new Council homes are first offered to existing tenants who need to move because their current homes no longer meet their needs. The remaining 30% are offered to people on the housing waiting list, including those who are homeless.

When an existing council tenant moves into a new build home, their previous property becomes available for someone else. This process helps create further housing opportunities and increases the positive impact of each new development, including providing homes for those who are homeless.

Monitoring of recent housing completions shows that both the first allocations and the subsequent re let of homes have significantly contributed to meeting local housing needs. Councillor Johal said: "These figures are encouraging and show how important it is that we are focused on key aims having declared a housing emergency in West Dunbartonshire.

"We know there are many reasons why families become homeless and we work closely within our communities to understand these and deal with the root cause. Our focus on lifting children out of homelessness is a key priority for us and our teams will continue to strive to do the best for our children, giving them better prospects moving forward."



Meeting housing need while tackling the housing emergency

Demand for social housing in West Dunbartonshire continues to increase and tenants can play a part in helping to manage that.

This includes registering to downsize when children have grown up or moved on or ensuring details are up to date if circumstances change while on a waiting list.

Around 4300 households are currently on the Council's waiting lists which includes the general housing list, the homelessness list and transfer requests from existing tenants.

Not everyone on the waiting list has a recognised housing need. Between 25 and 30% of people want to move but do not have points because their move is a preference rather than a necessity.

If someone has no housing need, it means they would like to move, but their current home is considered suitable for their needs.

Each year, the Council allocates around 900 homes with most of these being flats. Nearly 80% of all of the Council's properties are flatted, albeit they can be different sizes, catering for a wide range of individuals and families.

There is very limited turnover of homes with four or more bedrooms and although turnover of one-bedroom properties is fairly buoyant, demand outstrips this.

Because the law requires the Council to house people with the highest level of need first, homes are offered to those with the most housing points. This means many people on the waiting list are unlikely to receive an offer, simply because demand is far higher than supply across the board.

Here are some real cases where multiple households are competing for the same type of property.

1 bedroom, ground floor demand

- Applicant W: lives in a multi storey block. Their PTSD is being made worse and they are experiencing suicidal thoughts.

- Applicant X: leaving hospital, now uses a wheelchair, and their current home is unsuitable.
- Applicant Y: lives in a 4 bedroom home and wants to downsize but will only consider one area where very few homes become available.
- Applicant Z: a young care leaver, where we have a legal duty to provide housing.

4 bedroom demand

- Family A: live in a 3 bedroom home with three adult children.
- Family B: live in a 2 bedroom home with three teenage children. Medical needs include diabetes and their current property has mould present.
- Family C: a kinship carer with two children plus a niece and nephew. Their current landlord has no 4 bedroom properties.
- Family D: fled harassment. They require a 5 bedroom home but are in a 4 bedroom property. A 4 bedroom was offered but refused.

Chief Officer of Housing, Peter Barry said: "All of these households have genuine housing needs but there are simply not enough suitable homes to meet demand, despite the Council continuing with its ambitious house-building programme.

"There are some simple steps outlined below that tenants can take, however, to assist."

Tenants, in particular those with low or no housing need points, should consider registering on Homeswapper. This allows tenants to swap homes with others and can improve choice, reduce waiting times and help meet needs or preferences without relying on an offer.

Anyone who is thinking about moving should contact their housing officer to talk through options and get advice on what may work best in their circumstances.

Managing air quality within the home

Tenants are being encouraged to take some simple steps to help improve air quality in their home.

An information video is available to view via the Council website explaining how to reduce condensation through easy, everyday actions.

The video features a friendly robot who guides viewers through different rooms in the home, making recommendations for things which can be done to manage moisture produced through activities such as cooking, showering and breathing.

It also gives information on the health impacts of not having air circulating freely 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 and improving the environment at home.

The video can be accessed at: www.west-dunbarton.gov.uk/housing/maintenance-repairs/damp-and-mould/

Staying Healthy in Later Life

Support is available throughout West Dunbartonshire to help tenants and residents continue to live a healthy later life.

Some of the basics which everyone can do to assist in maintaining health and strength include:

- Nutrition – eat a balanced diet to keep you feeling well and strong
- Stay hydrated – drink plenty of water, especially when it is warmer outside
- Keep active – do what you enjoy and keeping moving your body
- Stay connected – regular contact with friends, neighbours and family
- Brain stimulation and problem solving – puzzles and quizzes keep your brain active

Information on local activities and groups is available by calling West Dunbartonshire CVS on 0141 941 0886 or by visiting: <https://wdcvs.com/>

Live Active is an exercise programme available at local leisure centres offering one to one and group classes. Referrals can be made via a GP with more details at: <https://www.west-dunbarton.gov.uk/leisure-parks-events/west-dunbartonshire-leisure/fitness-health/live-active>.

The West Dunbartonshire Health and Social Care Partnership can also offer advice on local initiatives with information available at:

<http://www.wdhscp.org.uk/health-improvement/>

And libraries often offer games sessions and other activities. Find out more at <https://www.west-dunbarton.gov.uk/libraries>

In addition, Age Scotland has a wide range of information and advice to support healthy ageing by visiting: <https://www.agescotland.org.uk/information-advice>

Maximise the benefit of environmental sensors by linking to the app



More than a quarter of Council homes have had environmental sensors fitted and tenants are being encouraged to sign up to an app which can help get the most out of the devices.

The free app provides information about temperature, humidity and carbon dioxide levels in the home.

The app features a cartoon house called Linky with the aim to keep Linky happy. Hints and tips such as opening windows and improving air quality or reducing humidity are provided.

Anyone who has the sensors installed and would like to be set up with a log in should email enviro-sensors@west-dunbarton.gov.uk

Any tenant who has not yet got a sensor fitted and would like to be prioritised should contact the same email address.

If anyone is concerned about damp or mould in their home, please telephone Housing Repairs on 0800 073 8708 as soon as possible so they can investigate.

Shining a light on the real stories behind homelessness in West Dunbartonshire

When people think about homelessness, they often picture someone sleeping rough – on the streets or in doorways but for many people in West Dunbartonshire, homelessness looks very different.

Sofa surfing is a hidden form of homelessness when someone has no place of their own and moves between the homes of friends or family members.

While it may look like they are coping and it is just a temporary measure, it is still homelessness.

Many people living this way don't recognise themselves as homeless as they believe others are worse off than them and so they delay asking for help.

The Council are available to help at any stage, ideally before the situation turns into a crisis and there are more options available.

One individual who recently turned to the Council for help was staying with friends and family. And while, at first it seemed manageable spending a few nights here and a few nights there, weeks turned into months.

They had to fit around other people's lives and rules, never knowing how long they could stay in one place or where they would be sleeping next. Their belongings stayed in bags, and when one arrangement ended, they had to quickly find another.

Thankfully they contacted the Council for help and were soon offered a permanent home. With support, they were able to move into their own tenancy and begin rebuilding their life with stability and dignity.



Credit - Centre for Homelessness Impact imagery

Chief Officer of Housing, Peter Barry said: "Living without stability can take a real toll. It can affect people's mental health, confidence and the ability to plan ahead. Many people feel like a burden or believe others are worse off, so they delay asking for help.

"This story is not unusual but the Council's Housing Solutions Service is here to help before things reach crisis point. The earlier you get in touch, the more options may be available."

If you are homeless, sofa surfing, or worried about losing your home, contact Housing Solutions:

HousingOptionsHomelessness@west-dunbarton.gov.uk
01389 776 400

Out of hours: 0800 197 1004

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

Importance of keeping contact details up to date

Tenants are being reminded of the importance of keeping their contact details up to date to ensure work can be undertaken within their home at the appropriate time.

Those who don't have their current details on file may miss appointments because they are not given proper notice and instructions on how to rearrange if the slot they have been given doesn't suit.

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 in to the

property will be carried out but it is also imperative that the tenant is there to provide access when required.

To make sure the process works well, tenants should follow these simple steps to assist:

- Please make sure your contact information is up to date
- Please advise if there are 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

Tenant's voice with Frances McGonagle



We are continuing to monitor walkabouts to ensure the agreed process is followed and that updates are provided.

The TRA I am in have been doing walkabouts of a block at a time and have seen some welcome improvements but more needs to be done in improving overall cleanliness. Any tenant can request a

walkabout and they are a good way to get involved in your local area so if you see one advertised, please join in or if you want to arrange one for your street, block or area get in touch with us or your Housing Officer.

Attending the 100th Liaison meeting was quite a milestone and it has been a good way for us to raise

concerns but also ensure that solutions are put in place and stay in place. We can only work with Housing Services if we feel we are being listened to. Progress can often be slow but we persevere and work hard to make sure services improve for the tenants we represent. Please contact us if you have an issue that you would like us to raise.

Contact the WDTR0 by email at harrymccormack.wdtro@gmail.com or through Facebook

Act now – heating control switches need updated



Tenants are being reminded to upgrade their heating control switches to ensure their heaters work after the switchover.

The ageing technology will soon to be switched off, meaning the meters won't work properly and the heaters they service could mean they do not charge at all or they could charge all day and night.

The types of controls which are going to be defunct are usually found in homes with electric storage heaters and use radio signals to switch between peak and off-peak electricity rates.

A typical teleswitch is a separate black box stored within the meter cupboard, like the one pictured and is usually located next to the meter but sits separate from it.

The other version is a radio-telemeter, and this is when the switch is in the same box as the meter and usually has the word 'telemeter' written on it.

Energy companies are contacting affected customers while the Council also has a programme of work to install upgraded switches to Connected Response Heatsage Controls. Tenants in multistorey flats can arrange to have one fitted by calling 0800 246 5561.

These updated digital controls will not be affected by the switch off and will also work well with smart meters and new off-peak tariffs such as Economy 10, allowing tenants to benefit from off-peak electricity in the afternoon and evening.

Tenants can also speak with their energy provider to have a smart meter installed and get any radio teleswitch equipment removed at the same time. Storage heaters require a specific type of smart meter called a 5 terminal SMETS2. Please ensure this is the specification your energy company is installing.

For further information, residents can call Contact Connected Response on 0800 246 5561.



Gareth McNally
Anti-Social Enforcement Officer

What three words best describe you?
Devoted, altruistic, vigilant.

How long have you worked for the Council?
I have worked for the Council for just over seven years and still enjoy it like day one.

Where did you work before West Dunbartonshire Council?
Before joining West Dunbartonshire Council I worked for Co-op Funeralcare in Glasgow.

What's your favourite part of your job?
Being able to assist residents in any way I can or point them in the right direction.

What's the funniest moment you've had at work?
The funniest moment I've had at work has got to be when someone assumed I was from TV licensing and would not allow me to speak due to being too busy apologising for not having a licence.

If you could do any other job for a day, what would it be?
I think I would have to be a pilot, getting to view the world from above.

How do you like to unwind after a hard day's work?
I have recently got back into cycling, so it doesn't even have to be a hard day but I'm jumping on the bike and away I go.

What's the best piece of advice you have ever been given?
Don't let the perfect be the enemy of the good!

Delivering Social Value and Community Opportunities

The Council's Working4U service recently collaborated with a contractor to deliver a targeted programme aimed at addressing local skills shortages in construction work.

The employability service partnered with Balfour Beatty through the Council's Social Benefits framework, delivering a targeted initiative to create meaningful opportunities for residents.

Through this programme, nine local participants were supported to access a range of industry-recognised training qualifications which are essential entry requirements for employment within the sector which significantly enhances participants' prospects of gaining employment.

After successfully completing their training, participants progressed into work placements at the strategic development site in Bowling, where they gained valuable hands-on experience in a live construction environment.

This helped the candidates apply their newly-developed skills, build confidence and

develop an understanding of workplace expectations, while under the guidance of experienced industry professionals.

This partnership demonstrates the positive impact of social value initiatives, linking local people to employment routes while directly responding to workforce demands within key industries.

Working4U provides a range of free support services for local residents, including employability support, learning opportunities, and debt/money advice.

For more information, email:
working4u@west-dunbarton.gov.uk
or attend one of the weekly drop-in sessions:

- Alexandria Library – Tuesday, 10:00am – 2:00pm
- Dumbarton Council Offices (16 Church Street) – Thursday, 1:00pm – 3:00pm
- Clydebank Library – Tuesday, 10:00am – 12:00pm.



Lock up repair plan

Lock ups across West Dunbartonshire will undergo repairs following a consultation with residents.

The management and maintenance of lock up sites has been identified as an improvement action and the Council is now working to develop a full repair plan.

Due to the high volume of existing applications, the Council is no longer accepting new applications for lock ups. All repaired void lock ups will be allocated to applicants already on the current waiting list.

Residents are thanked for their patience while this work is ongoing.

Information on lock ups and garage sites can be found on:

<https://www.west-dunbarton.gov.uk/housing/lock-up>

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 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 **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**

Domestic abuse support



Support is available for people experiencing domestic abuse in West Dunbartonshire.

Domestic abuse is when someone repeatedly behaves in ways that control, threaten, hurt, or frighten another person to gain power over them.

It can include physical, sexual, emotional, psychological, or financial abuse, as well as threats, humiliation, intimidation, damaging property, or harming pets. It can happen at home, outside or online.



Join the Council's New WhatsApp Channel - the new go to spot for important updates, local news, and more. Scan the QR Code to follow the channel

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.

Anyone can experience domestic abuse, regardless of their background, and it can also affect children and other household members.

Support and help are available with further information at <http://www.wdhscp.org.uk/violence-against-women-and-girls/>

You can also contact the Scottish Domestic Abuse Helpline 24/7 by calling 0800 027 1234. If you are in immediate danger, call Police Scotland on 999.



For your chance to win a £25 shopping voucher, email your answers with your name, address and contact number by 7 August 2026 to housingnews@west-dunbarton.gov.uk or you can phone or text your answers to 07983 542993.



1. How many properties are there at the new Willox Park sheltered housing development?
a) 11 b) 17 c) 35
2. Roughly what percentage of Council properties are flats?
a) 20% b) 50% c) 80%
3. What is the name of the cartoon house which helps you keep track of the data recorded from environmental sensors?
a) Linky b) Smarty c) Homely

PREVIOUS QUIZ WINNER



Congratulations to Robert Watt from Old Whitecrook who was the winner of the quiz in the spring edition of Housing News.



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

