

# HOUSING news



## ❄️ WINTER 2025 ❄️

### Have your say on rent setting for 2026/27

Tenants are being encouraged to have their say on the amount of rent they pay in the annual rent setting consultation.

Four different options for rent are being proposed, with each offering a different level of investment.

Each has a continued focus on keeping rent as affordable as possible, while also ensuring continued improvements in line with tenant priorities and the Council's landlord responsibilities.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal, said: "The Council faces significant pressures due to unavoidable operating costs such as higher borrowing rates. Actions have already been taken to reduce expenditure and keep the rent increase required as low as possible.

"We appreciate that tenants face similar challenging financial circumstances, however we also recognise that there may be support for additional investment paid for by a higher rent increase.

"As part of our consultation process, we are therefore proposing four rent options as outlined below and it is up to tenants to share which they would prefer to see.

"One of the options would provide additional funding to reinstate open space maintenance to 2024/25 funding levels and allow for the recruitment of seasonal staff again. This will increase the capacity of the grass cutting service during the summer period in housing priority areas.

"Another option will allow us to expand our Buy Back Scheme where the Council purchases properties from the private market for use as Council homes for rent. These are properties previously sold under Right to Buy which would assist the Council to deliver improvements for tenants in blocks where there had previously been an owner, or properties in areas where there is high demand for a specific type or size of property.

"I would encourage every tenant to make sure they vote for their preferred option."

### Tenant decant process improvements

Improvements to the process for decanting tenants from homes will be implemented following feedback.

A recent survey sought feedback from tenants who had been decanted, and highlighted key areas that needed to improve.

There will now be additional communication throughout the process to ensure tenants are clear about the reason for the decant as well as the estimated duration and how works are progressing.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal, said: "This is an excellent example of the Council listening to tenants and making improvements based on their feedback.

"Thanks to the staff involved in this and the tenants who participated in the survey."

### Feedback on keeping pets

A new policy on keeping pets in Council properties is set to be drawn up following feedback from tenants.

The aim of the policy is to balance the positive aspects keeping a pet can have with ensuring there is no negative impact on neighbours.

In line with the new Housing Scotland Bill 2025, tenants must seek permission from their landlords to keep a pet but permission should not be unreasonably withheld.

Of the 805 respondents, 47% agreed with restrictions on pet ownership in certain types of accommodation and 57% agreed with restrictions on certain breeds. Just 36% said they would agree tenants should seek written permission to keep a pet.

A new policy taking feedback into account will be presented to councillors for consideration early next year.

OPTION 1	OPTION 2	OPTION 3	OPTION 4
<b>increase</b>	<b>increase</b>	<b>increase</b>	<b>increase</b>
(average weekly increase of £6.84)	(average weekly increase of £7.09)	(average weekly increase of £7.35)	(average weekly increase of £7.60)
<ul style="list-style-type: none"><li>• Maintaining all current services that tenants receive.</li><li>• Delivering our New Build housing programme.</li><li>• Delivering our Capital Investment programme to improve existing Council homes.</li><li>• A Tenant Priority Budget of £200k for tenant led improvements.</li></ul>	<p>This option will mean the same as Option 1 plus:</p> <ul style="list-style-type: none"><li>• Additional expenditure of £140k to reinstate open space maintenance to 2024/25 funding levels.</li></ul>	<p>This option will mean the same as Option 1 plus:</p> <ul style="list-style-type: none"><li>• An additional £3.6m of Capital Investment during 2026/27 expanding the Buy Back Scheme to deliver 24 additional Council homes for rent.</li></ul>	<p>This option will mean the same as Option 1 plus:</p> <ul style="list-style-type: none"><li>• Additional expenditure of £140k to reinstate open space maintenance to 2024/25 funding levels.</li><li>• An additional £3.6m of Capital Investment during 2026/27 expanding the Buy Back Scheme to deliver 24 additional Council homes for rent.</li></ul>

To find out more about the rent consultation and share your views, please visit <https://survey123.arcgis.com/share/347137ba086a41e58e103e8d4836f091> or scan the QR code on the left .



# Regeneration housing project gains national recognition with award win

A housing development on a key regeneration site in Clydebank has scooped a national award.

The Council's Clydebank East development, which welcomed its first tenants last year, beat competition from nine other projects across the country to be named Affordable Housing Development of the Year at The Herald Property Awards for Scotland 2025.

The prestigious awards honour innovation and excellence across Scotland's residential and commercial property sectors. This year, more than 120 entries were submitted, with judges visiting shortlisted developments to assess quality, impact and innovation. Clydebank East was one of ten finalists in its category.

During the process, judges visited a five-bedroom house within the development and heard how life changing the spacious house was to the tenant and her young family.

The development comprises 88 high-quality homes ranging from one-bedroom flats to five-bedroom properties including homes suitable for families with additional needs.

It is the Council's first Net Zero Ready housing initiative and supports the Council's transition to net zero while directly addressing the housing emergency.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: "I am absolutely delighted and proud that the Council has been recognised nationally with this award. The Clydebank East development represents the Council's commitment to building sustainable, inclusive communities and meeting the changing needs of our residents with a wide range of properties available."



## New Bonhill homes start to take shape in pockets of unused land

Unused land across Bonhill is being brought back to life thanks to the latest development of homes by West Dunbartonshire Council.

Construction is well underway on sites at both Braehead and Campbell Street, building 28 new properties.

The homes, which are all being built to net zero standard, are within gap sites which are areas of underused land within existing housing estates.

These sites represent cost effective development in sustainable areas among communities which are already well established.

Across the two locations there are properties which are specifically designed to accommodate wheelchair users. There are one-bedroom homes right up to seven-bedroom properties, suitable for larger families.

The properties have been designed specifically to meet the changing needs of the local population.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal, said: "There has been a significant amount of work undertaken to get to this stage and it is great to see the houses starting to take shape.

"The range of homes is extensive and will suit a variety of tenants."

## Don't ignore your electrical safety appointment

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

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

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

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

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

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

## New Council homes underway in Clydebank and Alexandria

Construction on two new housing developments is now underway at Queen Mary Avenue in Clydebank and Bank Street in Alexandria.

The 17-unit Queen Mary Avenue development in Clydebank will be a mix of one and two bedroomed cottage flats, including one fully accessible wheelchair property as well as three and four bedroomed terraced and semi-detached family houses. The new homes are being built on the site of the former Queen Mary Day Centre with the project partly funded through the Affordable Housing Supply Programme.

The 22-unit development in Bank Street, Alexandria will offer fully wheelchair-accessible sheltered homes plus communal and staff facilities. The site is part of the Council's effort to upgrade sheltered housing complexes in response to an increasingly ageing population.

Funded through the Affordable Housing Supply Programme, when complete, it will house tenants currently residing in Gray Street sheltered housing.

Both sites are due for completion in winter 2026.





## Convener's Column

### Rent setting options

We are currently in the process of gathering views on the rent setting consultation this year.

Within Housing News, there is a form which gives you all of the information needed and details on the four options available.

We are, as always, focused on maintaining the current levels of service for tenants, while continuing to deliver investment in new and existing Council homes and keeping rent affordable.

I would encourage you all to take the opportunity to have your say as it is really important that tenants make their voices heard.

While this is ongoing, work continues to build more homes across West Dunbartonshire, including properties which are fit for our changing demographic.

The most recent project where construction has begun is at gap sites in Bonhill, in both Campbell Street and Braehead.

Gap sites are pockets of land within existing housing estates which have been underused. They are cost effective and sustainable areas for development.

These sites in Bonhill will be offering a total of 28 new properties ranging from one-bedroom homes up to seven-bedroom properties, suiting a variety of residents.

I look forward to seeing these developments progressing and to work on others starting as we continue to provide homes which cater to the needs of our residents.

This is an important part of the Council's Housing Emergency Declaration Action Plan as is our focus on preventing homelessness.

You may have noticed in this and the previous issue of Housing News, we are highlighting some of the reasons people might find themselves homeless and I'm sure you'll agree they are circumstances that any one of us could find ourselves in. It is important to stress that there is support available where it is required with staff ready to assist.

The Council is also focusing on keeping our communities safe and we are now featuring a regular column updating you on the activities of our antisocial behaviour team highlighting both the reactive and proactive steps they are taking.

I would encourage anyone who is impacted by antisocial behaviour around their home to contact them for support.

In this edition, you will also see details on how the CCTV branch of this team has been assisting Police Scotland in helping detect crime and find perpetrators. This joined up working is having a really positive impact on safety and wellbeing in our communities.

There are lots of opportunities for family time over the winter period and I hope you enjoy the festivities. I look forward to catching up in the new year.

# The realities of homelessness

Homelessness can happen for a variety of reasons and the Council is working hard to ensure a wide range of support is available.

In the last edition of Housing News, domestic abuse was highlighted as one of the most common reasons for people losing their home in West Dunbartonshire.

Another main cause of homelessness is the breakdown of relationships, not associated with domestic abuse.

This can be due to many reasons including money issues, addiction or ill health putting significant strain on relationships and therefore causing housing insecurity.

The Council is committed to supporting people who face this situation and offer immediate access to practical help and support.

Preventing homelessness is a key priority and early intervention in cases of relationship breakdown is vital to support individuals to remain safely in their home. However, it is recognised that in some cases prevention is not always possible and a homeless application is required. The Council aim is to provide the right support in this instance.

One of the clients the Council have assisted was a 42-year-old man who approached the Housing Solutions service after his marriage ended.

He had recently lost his job due to ill health which put pressure on his relationship and caused it to breakdown. His housing options and mediation support were discussed but it was clear that he could no longer remain in his current accommodation and so it was decided that a homeless application would be made.

He was offered a place in temporary accommodation where he received a high level of support from the Housing Solutions team.

He was referred to Working4U for income and financial advice and was supported to complete application forms for these.

The Housing Solutions team also helped him complete a housing medical form to ensure an offer of housing would suit his needs. Before long, he had moved into permanent housing near family for support, where he was able to settle quickly and prioritise his health.

This case study is a strong reminder that homelessness is not about weakness or failure but about circumstance.

Homelessness can affect anyone. If you are homeless or threatened with homelessness you can contact the Council's Housing Solutions Service for advice via email to [HousingOptionsHomelessness@west-dunbarton.gov.uk](mailto:HousingOptionsHomelessness@west-dunbarton.gov.uk) or by calling 01389 776 400. If phoning out of hours, please dial 0800 197 1004.

### Other Useful Contacts:

**Working4U - Benefits and money advice, employability and learning 01389 738282**

**Relationship Scotland (counselling and mediation support) 0141 248 5249**

**Community Addiction Team Clydebank - 0141 941 4400 (Option 2) Dumbarton - 01389 812018**

**Mental Health support Clydebank - 0141 941 4400, Dumbarton & Vale - 01389 812070, Out of Hours - 111**



Stock Image

## Help for young people starting a new job

Young people can apply for funding to help with the cost of starting a new job.

The Job Start Payment is a one-off sum of £319.80 (or £511.65 for parents or main carers of a child) and can help with the costs including traveling to work, childcare costs, paying for lunches or buying new clothes.

Applicants must be:

- aged between 16 and 24 (or 16 and 25 if a care-leaver)
- have been offered paid employment and expect to work more than 12 hours per week - it doesn't need to be a permanent job
- have been out of work and getting a qualifying benefit such as Universal Credit for 6 months (care-leavers only need to have been getting a benefit on the day they were offered the job)

For more information and to apply, visit <https://bit.ly/SocialSecurityScotlandJobStartPayment> or call 0800 182 2222.





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

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

All contact with tenants is important, and the Council welcomes information about positive experiences as well as suggestions where services can be adapted or improved.

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

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: “These are some of the changes that have come about because we listen to feedback from tenants, whether this is from comments on satisfaction surveys, raised by Tenant and Residents Associations or highlighted to elected members including myself.

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

You said...	We did/we will...
You said the process around reporting repairs should be quicker and easier.	We have reviewed and improved our processes, reducing the time taken to log repairs and introduced a text messaging service confirming appointment times.
You said you were not always made aware when we could not gain access to carry out a repair.	We have reviewed and improved our processes and introduced a new text message service advising tenants when we cannot gain access.
You said the housing application process was too time consuming.	We have reviewed and improved the process and included an online option with the facility to upload information speeding up the process for you.
You said it sometimes took too long for inspections to be carried out to identify what repairs were required.	We have introduced a five-day target for all urgent repairs and reduced the volume of inspections required.
You said it should be easier to apply for housing to all social landlords operating within West Dunbartonshire.	We have worked with local Housing Associations and introduced a common application form allowing you to apply for housing with multiple landlords online, via a single form.

## Easier housing application process

Tenants can now benefit from a streamlined process when applying for social housing in West Dunbartonshire.

Following an agreement between the Council and six local housing associations, a new online form is now live, having launched in October. This means households can now complete a single online housing application rather than requiring multiple forms for different landlords.

The approach aims to make accessing social housing simpler.

The housing associations participating in the scheme are Caledonia Housing Association; Clydebank Housing Association; Cordale Housing Association; Dalmuir Park

Housing Association; Knowes Housing Association and Trafalgar Housing Association.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: “This is a significant step in making social housing more accessible for our residents. By reducing the need for multiple forms, we’re putting people first and ensuring that applying for a home is as straightforward as possible.”

For more information, visit <https://www.west-dunbarton.gov.uk/housing/council-housing/tenancy-and-allocations/housing-applications/>



### Making sure allocations are fair

Tenants have been asked to take part in the West Dunbartonshire Housing Services Allocations Policy review.

The review is undertaken every three years to ensure the allocations process remains fair for all. Feedback provided through the short survey will be used to inform any updates to the policy.

A web link to access the survey has been shared with tenants via text message and will also be available on the Council’s website.

Tenants are encouraged to participate before the survey closes on January 12th 2026.

### The right to ask about a partner’s background

The Disclosure Scheme for Domestic Abuse Scotland (DSDAS) marks its 10th anniversary this year.

The programme gives people the opportunity to ask about the background of their partner, empowering them to make an informed choice about their relationship.

It was introduced in 2015 and, as well as allowing an individual to ask for disclosure of whether their partner has been abusive in the past, it also allows relatives, friends and support or advocacy workers to access this information.

In addition, DSDAS gives Police Scotland the power to tell people that they may be at risk. When Police Scotland have information that a person may be at risk of domestic abuse by their partner, they can disclose this information, even if it is not asked for.

For more information or to access the DSDAS form, visit <https://www.scotland.police.uk/advice-and-information/domestic-abuse/disclosure-scheme-for-domestic-abuse-scotland/>

Additionally, more information can be obtained by calling 101, at any police station or by approaching a police officer in the street and making an application.

## RIGHT TO ASK

The Disclosure Scheme for Domestic Abuse (Scotland) gives you the right to ask if your partner or someone else’s partner has a history of domestic abuse.

Use your #righttoask [www.scotland.police.uk/righttoask](https://www.scotland.police.uk/righttoask)



[scotland.police.uk](https://www.scotland.police.uk) [@PoliceScotland](#) [PoliceScotland](#)



## Housing services in West Dunbartonshire continue to improve against national targets.

Housing services within West Dunbartonshire are continuing to perform well according to the latest Scottish Social Housing Charter Performance Report.

The annual report outlines the performance of Housing Services during 2024/25 and highlights progress made in re-letting empty homes, the number of new tenants remaining in their homes for over a year and carrying out gas safety checks in all properties within 12 months of the previous check.

Other key achievements in the past year include a significant improvement in tenant satisfaction across all areas of the housing service and the introduction of a new repairs policy which is already delivering improvements and a more efficient service.

Housing Services has also seen a further reduction in housing offers being refused and in the overall number of empty homes.

The report also identifies the need for continued focus on meeting housing need, reducing waiting lists and reducing the number of households experiencing homelessness.

The Council declared a housing emergency in West Dunbartonshire in May 2024 and a range of measures to tackle the emergency have been outlined in a comprehensive action plan, including reviewing budgets and funding models to enable more homes to be built, increasing the Buy Back scheme and actions to tackle homelessness with a clear focus on prevention and reducing the length of time households spend living in temporary accommodation.



There are also significant financial challenges due to a range of factors, including high interest rates which have impacted borrowing costs. While steps have been taken to manage and reduce costs, further action is required to ensure a balanced budget, replenished reserves, reduce borrowing and to keep any required rent increases as low as possible.

In addition to responding to these specific issues, a comprehensive assessment of 2024/25 performance across the whole of the housing service has been carried out and informed a Charter Improvement Plan which is being implemented with the objective of continuing to improve services for tenants and residents.

A summary of the report has been produced and has been included as an insert of this edition of the Housing News. The full report can be found on the Council's website at <https://www.west-dunbarton.gov.uk/council/our-performance/service-performance/housing-services-performance-information/charter-performance-report/>

## ASB team update

Anti-social behaviour (ASB) teams continue to be both proactive and reactive in dealing with complaints.

Between July and September, 54 warning letters were issued as well as seven notices of proceedings for the recovery of possessions. A total of 329 new full case investigations have been opened and the service also responded to 1120 calls from residents.

Two restrictions have had to be lodged at court to address specific persistent behaviours. The team has also been in attendance at court in relation to an individual who breached their current Anti-Social Behaviour Order (ASBO). This now sits in the hands of the Sheriff with the offence carrying a potential custodial sentence of up to five years.

As well as this reactive element of the service, proactive activities are also undertaken to deter ASB. The team carried out 478 foot patrols and have partnered Police Scotland in joint operations throughout the authority area.

Anti-Social behaviour services are also involved in the administration of Decriminalised Parking Enforcement which aims to change driver behaviour to improve traffic flow and discourage obstructive and potentially dangerous parking.

Further information on this is available on the Council website at <https://www.west-dunbarton.gov.uk/roads-parking-travel/parking-and-car-parks/decriminalised-parking-enforcement/>

The team can be contacted on 01389 772048 from Monday to Friday between 8.45am and 2am and on weekends between 3pm and 2am.

They are also contactable by email at [ASBTeam@west-dunbarton.gov.uk](mailto:ASBTeam@west-dunbarton.gov.uk)



## CCTV team helping to keep communities safe

The CCTV team has been working closely with Police Scotland colleagues to identify perpetrators and help detect offences within the authority area.

In the last quarter, the team have aided over 600 crime detections which have come about through directing Police to areas of interest and providing video evidence to support charges.

Incidents have included possession of an offensive weapon, robbery, fly-tipping and anti-social behaviour.

This is just a small snapshot of the work the team is involved in which is invaluable in helping combat crime and anti-social behaviour across West Dunbartonshire, strengthening safety within communities.



## Tenant's voice with Frances McGonagle



**Following discussions at our recent liaison meeting with Housing Managers, we were pleased to see our comments about how the communication can be improved when lifts are off taken on board and the process is going to be reviewed to be clearer.**

It won't stop lifts breaking down but will at least help tenants be able to plan if their lift is off.

Myself and a number of our members live in flats so we know how much disruption it causes even if you don't have mobility issues. Latest housing finances aren't as dire as originally predicted but a significant rent increase is still on the cards and I would ask all tenants to make sure they vote for their preferred option. Councillors make the final decision but they must listen to tenants and will make their decision based on the

outcome of the consultation so that's how tenants can influence them.

A newly formed Tenants and Residents Association in Parkhall is having a great impact already which is so good to see and shows what can be achieved when folk get together.

Their raised beds are just the start and I wish them all the best and hope they will join the WDTRO too when they can.

**Contact the WDTRO by email at [harrymccormack.wdtro@gmail.com](mailto:harrymccormack.wdtro@gmail.com) or through Facebook**



# Benefits of Tenant Priority Budget

A group of determined tenants and residents from Parkhall have spoken about the ease in which they applied to the Tenant Priority Budget, securing funds for new planters at their community garden site.

The Parkhall TRA was formed in May of this year, 10 months after a group of residents got together with the aim of encouraging more people to get involved and influence positive change in the area.

Initially they organised monthly litter picks, cleared paths and planted bulbs.

The group's long-term plan is to create a community garden to support wellbeing across Parkhall with community growing spaces, a sensory garden, a pétanque court and much more.

Thanks to support from the Council's Tenant Participation Team, their dream is now on course.

They have set up their community garden at a former garage site on Glenhead Road and received permission to develop it earlier this year.

They then submitted an application to the Tenant Priority Budget to install two raised planters on the site and obtain some basic gardening equipment. The group got to work clearing the area in preparation for the planters being delivered which arrived in September.

They also received a voucher for a local garden centre via West Dunbartonshire Greenspace and a community planting event was held.

Chairperson Angela Clark said: "The Tenant Priority Budget was simple to access as was the whole process. We were kept informed of the progress of our application throughout and I would encourage others to apply."

Any tenant or tenants' group can apply to the Tenant Priority Budget by completing the form on the Council website or by contacting Jennifer McKechnie (Tenant Participation Officer) on 07823664247.



## Sharing recipes

This minestrone soup recipe which serves six people has been provided by Jacqui Peacock from Dalmuir TRA who meet at Overtoun Court café at 4pm on the first Monday of the month. New members will be made very welcome.

- Minestrone Ingredients**
- 150g smoked streaky bacon chopped
  - 1 bag of carrots & swedes (ready chopped and cubed from supermarket)
  - 4 low salt vegetable stock cubes mixed with three litres of water
  - 400g tinned tomatoes
  - Some frozen peas
  - 250g passata
  - 50g orzo pasta
  - Herbs de province or mixed herbs

**Method**

Place all of the ingredients in a large pot and cook together, stirring throughout until the carrot and swede is cooked. If you have a recipe that you would like to share, please email [housingnews@west-dunbarton.gov.uk](mailto:housingnews@west-dunbarton.gov.uk) or text or call Jane on 0798 354 2993.



## Festive Waste and Recycling Collection days

Over the festive period there will be a change to your normal waste and recycling collections days.

Usual Uplift Date	New Uplift Date
Thursday 25th December 2025	Saturday 27th December 2025
Friday 26th December 2025	Sunday 28th December 2025
Thursday 1st January 2026	Saturday 3rd January 2026
Friday 2nd January 2026	Sunday 4th January 2026

Normal waste & recycling collection service will resume on **Monday 5th January 2026.**



HomeSwapper

## Homeswapper helps tenants get the move they want

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

Council tenants can use the service to arrange to swap homes with another tenant anywhere else in the UK.

Tenants interested in a move should register with Homeswapper which is a free online service that holds details of potential mutual exchanges within West Dunbartonshire and elsewhere.

There are more than 1400 Council tenants currently on the transfer waiting list looking to move but only 260 Council tenants are currently registered on Homeswapper looking for a mutual exchange. Registering on Homeswapper increases chances of a move and allows tenants to browse the properties available for a swap.

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

There are some grounds where a swap may not be permitted, for example a swap for an adapted property when the person interested does not require this adaption. Please contact your Housing Officer for more information. Anyone interested can register online at <https://www.west-dunbarton.gov.uk/external-links/housing/home-swapper/>



HomeSwapper

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

Over 200,000 live adverts

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



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

Free HomeSwapper App

Find out more at [www.homeswapper.co.uk](http://www.homeswapper.co.uk)



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know your councillors

# Key milestone in installation of environmental sensors

More than a quarter of Council homes now have environmental sensors fitted.

The technology on the sensors works by tracking data on air quality, humidity and other environmental factors, with the Council able to use the insight to plan any required works. They can identify problems with condensation, allowing the Council to advise tenants on how to manage this and avoid the potential for mould to develop.

It means work can be undertaken at the earliest possible stage, and allows the Council to proactively plan for energy efficiency improvements.

Specialist Building Services Officers tasked with following up on data received through the sensors, have now been in post for a year and have identified leaking pipes, damaged gutters and homes without enough ventilation.

Meanwhile, every week the number of Council tenants making use of the app associated with the sensors has increased. This gives tenants real time information about their home and steps they can take to reduce moisture or improve air quality.

As the programme continues, tenants will be contacted by contractor, GD Chalmers, for an appointment. Householders should work with them to arrange access to the home for installation. More appointments have recently been made available and each slot should take less than an hour.

Meanwhile, once households have the sensors installed, inspectors may make contact to visit and this should be facilitated so any identified issues can be dealt with in a timely manner.

## Helping tenants monitor their energy usage

Tenants are being given the opportunity to monitor their energy usage thanks to a partnership with AICO, the company which manufactures environmental sensors currently being fitted in Council homes.

The new feature on the HomeLINK sensors app allows users to track usage, set budgets and view trends.

This is in addition to the existing feature which allows users to get real time information about conditions in their home e.g. temperature, humidity and carbon dioxide. It helps households keep their home environment healthy.

Tenants who want to use this feature need to be using the latest version of the app and have a smart meter installed. They can activate this feature in their settings.

Anyone who has sensors but not an account on the app or tenants who would like to get sensors installed can email [enviro-sensors@west-dunbarton.gov.uk](mailto:enviro-sensors@west-dunbarton.gov.uk)

## Community help is available

A new community referral service has been launched to assist people in connecting with organisations in West Dunbartonshire which could help them feel and live better.

Ask ACCESS is being provided by West Dunbartonshire Community and Volunteering Services (WDCVS).

Currently, more than 200 organisations and 400 services are on their network database and are available to chat through what assistance an individual might be looking for. There are a range of services and activities on offer including local lunch clubs and places to learn scuba diving, to name just two.

The service is available Monday to Friday between 10am and 3pm by phone to 0141 280 0129 or by emailing [AskAccess@wdcvs.com](mailto:AskAccess@wdcvs.com).

With communities, for communities!



## 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](http://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](mailto:housing.repairs@west-dunbarton.gov.uk) or visit the website: [www.west-dunbarton.gov.uk/housing/maintenance-repairs](http://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**

## Living with dementia

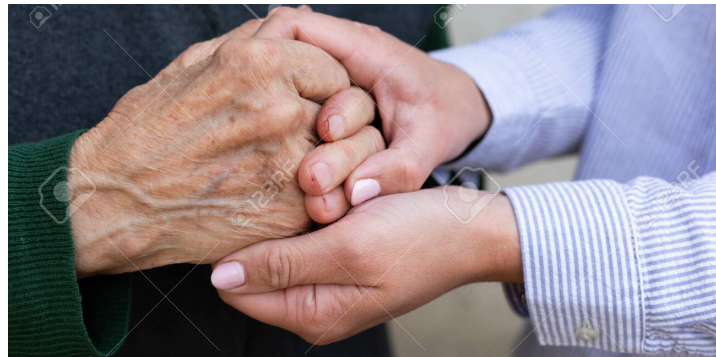
A new website has been launched for anyone in West Dunbartonshire affected by or living with dementia.

The resource covers a range of topics including how to reduce the risk of developing dementia or delay early onset through a healthy lifestyle, information on diagnosis and support available for carers and those with a diagnosis.

As well as useful information about dementia, the website has a list of local groups and services who are there to help.

For more information, see <https://scotland.dementiaroadmap.info/westdunbartonshire/>

There is also advice and support available by contacting Alzheimer Scotland's National Dementia Helpline on 0808 808 3000.



## 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](http://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](http://www.west-dunbarton.gov.uk) and clicking on the 'Pay It' button to go to the payments page
- using our 24hr automatic telephone payment service on **0161 622 6948**
- calling our Contact Centre on **01389 738282**

### At the Post Office...

By swiping your rent card at any Post Office, you can pay by cash or debit card.

### Other formats

This document can be viewed as a PDF on our website: <http://www.west-dunbarton.gov.uk/housing/housing-news/>

It can also be provided in large print, Braille or on audio cassette and can be translated into different community languages. Please contact: Corporate Communications, Council Offices, 16 Church Street, Dumbarton, G82 1QL. Tel: 01389 737000

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

هذه الوثيقة متاحة أيضا بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة سمعية عند الطلب.

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formie audio.

## Try our QUIZ!

For your chance to win a £25 shopping voucher, email your answers with your name, address and contact number by 22nd January 2026 to [housingnews@west-dunbarton.gov.uk](mailto:housingnews@west-dunbarton.gov.uk) or you can phone or text your answers to 07983 542993.

**WIN!**  
**£25**  
SHOPPING  
VOUCHER

- How many properties are being built across the two sites at Braehead and Campbell Street in Bonhill?  
a) 28  
b) 56  
c) 14
- What company manufactures environmental sensors currently being fitted across Council homes?  
a) BMW  
b) JVC  
c) AICO
- What is the name of the online tenancy swap service that Council tenants can register on?  
a) Houstrade  
b) Homeswapper  
c) Propertymarket

## PREVIOUS QUIZ WINNER

Congratulations to Danii from Drumry who won our Autumn quiz and who generously donated their voucher to the Christmas Toybank Appeal.

## Don't get caught out by winter heating scams

Social Security Scotland are urging people not to be caught out by scam text or emails about missing out on help with their heating bills.

The Winter Heating Payment now comes from Social Security Scotland and not the Department for Work and Pensions. Everyone who is eligible, will receive it automatically meaning there is no requirement to sign up for it.

Social Security Scotland will never ask for personal or financial details by text or email or ask for a reply to a text or email.

They offer free assistance to support people making applications for benefits. Find out more at [www.socialsecurity.gov.scot/benefits](http://www.socialsecurity.gov.scot/benefits) or call 0800 182 2222.

HOUSING

**news**

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

TPAS  
Scotland

GOLD ACCREDITED  
FOR EXCELLENCE IN  
TENANT PARTICIPATION