



— SPRING 2025 —

## Tenants will see property improvements in the next year with continued investment

Investment of more than £70million will be made in council homes in the next year after West Dunbartonshire Council agreed an 8% rent rise for 2025/26.

This will be the first year of a £290m five year housing investment programme that will see:-

- **£5m investment in renewing doors and windows in council homes**
- **£3.6m invested in upgrading kitchens and bathrooms in tenants homes**
- **£2.3m committed to modernising heating systems to ensure tenants benefit from the latest energy efficient technology**

There will also be significant investment in improving multi storey flats through the implementation of the Enhanced Multi Storey Strategy, and continued investment in preventing dampness within homes.

The upgrades are part of the Council's Housing Investment Plan for 2025/26 and builds on investment made over the previous 12 months which has led to high levels of tenant satisfaction.

This 8% rent increase was identified as the preferred option of tenants during the annual rent consultation with almost 1700 responses.

The Council is also committed to building more new homes for families with housing need delivering 250 new homes. The Council's £30million investment is supported by £15m in Scottish Government grant funding.

There will also be a focus on bringing other homes into Council ownership through the already successful Buy Back Scheme and a tenant priority budget of £200,000 has been earmarked for tenant led improvements this financial year.

Peter Barry, Chief Officer of Housing, said: "We have made every effort to minimise the increase but the Council continues to face extremely challenging financial circumstances exacerbated by increased costs.

"We are aware that our tenants face the same challenges to

their own household budgets and so we were keen to maintain services while limiting the rent increase as much as possible.

"My teams have spent time on reducing costs through efficiencies including within the Council's void processes to decrease relet times and in turn reduce rent loss and Council Tax charges.

"This has allowed us to continue to deliver on improvements to our homes ensuring they are of a high standard and energy efficient. And the capital programme will retain focus on enhancing homes across West Dunbartonshire.

"Work continues on increasing the supply of available properties through our ambitious new build programme which has made great strides over the last year with more tenants due to move into their new homes in the coming months.

"We are also focusing on buying back properties where appropriate and when it provides value for money. This important programme can also help progress capital improvements to blocks where they are all under Council ownership."

The successful consultation saw more than 80% of the tenants who voted, were in favour of the 8% increase option with councillors agreeing to implement this at a meeting of West Dunbartonshire Council on 5th March.

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 their Housing Officer 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.

## Tenants have their say on rent consultation

The views of tenants have been integral in setting the rent levels for the next financial year.

A total of 1669 tenants took part in the consultation which launched at a public meeting in November 2024 with voting closing on 31st January.

Information on the two available rent increase options was shared with all tenants in the winter edition of Housing News, alongside details on the range of ways to vote online, by text, phone or with a freepost voting card.

Option 1 (8% increase) was the preferred option, receiving 1342 votes and Option 2 (9% increase) received 327 votes. The tenants' preferred option was put forward to councillors as the recommended rent increase.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal, said: "I'd like to thank all our tenants who took the time to take part in this consultation. These are challenging financial times and difficult decisions need to be made so it is important that we listen to tenants and respond appropriately to their views to make informed decisions."

A report outlining the rent setting consultation results was taken to a meeting of the Council in early March, and the 8% rent increase was agreed.

All tenants will be sent a letter to formally give 28 days' notice of the increase and how their rent charge will change.

As a thank you for taking part in the consultation there was a £50 prize draw and Doreen from Clydebank was the lucky winner.



## Fire safety awareness could be life-saving

**Tenants in high-rise blocks are being encouraged to make themselves familiar with basic fire safety advice so they know what to do in case of emergency.**

The guidance from the Scottish Fire and Rescue Service outlines a number of important steps to take if impacted by fire.

As most multi-storey domestic buildings are designed so fire does not spread from one flat to another, if a fire breaks out in a building it is not always necessary for all tenants to evacuate.

In fact, tenants are advised to stay in their flat unless their home is directly affected by heat, smoke or fire or if Scottish Fire and Rescue or Police instruct otherwise.

The guidance for tenants if they become trapped due to fire,

which includes alerting the Fire and Rescue Service; gathering everyone in the property into a safe room which has a phone and window; packing bedding and towels round the door to keep smoke out; opening a window to allow clean air to circulate; and, if safe to do so, using a sheet or something similar out of the window to attract attention.

Tenants are also urged to remain vigilant when cooking, smoking and using electrical appliances to ensure they are not taking unnecessary risks.

**More information is available on the Council's website and at [www.firescotland.gov.uk](http://www.firescotland.gov.uk). To book a free home fire safety visit, call 0800 0731 999 or text 'FIRE' to 80800.**





## MUM-OF-FOUR'S DELIGHT AS SHE MOVES INTO LIFE-CHANGING HOME

A mum-of-four has spoken of her joy at being one of the first tenants to move into the Council's housing development at Clydebank East.

Natalie Traynor, mum to three boys and a girl aged between 2 and 12, moved into the five-bedroom home in late 2024.

Her eldest daughter, Alicia, aged 12, uses a wheelchair and has complex care needs which require specialist equipment in the home.

Natalie says the brand-new property provides her with the storage space she requires and is a haven for her and her family.

She said: "This is making a big difference. It is like night and day compared to the space we had before."



"Alicia has five different brain conditions, heart disease, lung disease, a colostomy bag and she is on a ventilator when she sleeps. Having space to store medical equipment is going to make a big difference to us."

Natalie added: "I just feel like I can breathe. The garden is great, it's very private and Alicia will be able to get full access. The back garden in my previous house had steps at the back on a hill so she wasn't able to get outside. Here, I can be cooking in the kitchen, and I can let her sit out the back with the door open."

"There are so many parks and we can see one of them from the front door. It's so much better all round, for all of the kids."

"I want to thank West Dunbartonshire Council for the opportunity to change Alicia's future. It's like a dream come true. It's just ideal for the children."

The development of the Clydebank East site is a major housing-led development within a key priority regeneration area identified in the Local Housing Strategy, and is the first fully "net zero ready" housing development in West Dunbartonshire thanks to the use of super insulation, triple-glazing and zero-emissions heating systems.

Work began at the 88-home development in January 2023 with the first tenants welcomed in autumn 2024, representing the 500th new build the Council has developed under the current More Homes programme.

There is a mixture of flats, bungalows and homes

PICTURED: Councillor Johal; Council Housing Development and Homeless Manager John Kerr; CCG (Scotland) Director Calum Murray; Ann Rushforth, of ScotNursing, who provide care for Alicia; Alicia and mum Natalie Traynor



including nine fully wheelchair accessible properties.

The development has been funded by a £12.6million Scottish Government grant award and West Dunbartonshire Council.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: "It was a pleasure to meet with Natalie and Alicia to find out how much of a difference this home is making to them."

"I am delighted to see how well these homes are meeting the needs of our tenants. I wish them every happiness in the future."

## Sheltered housing redevelopment in Dumbarton

Work has begun on the redevelopment of sheltered housing properties at Willox Park in Dumbarton.

Construction of 17 new energy efficient properties is progressing well on the site.

In 2024, the 36 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.

The project is being funded by the Council's Housing Investment Programme supported by the Scottish Government's Affordable Housing Supply Programme.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: "This is an important step in the development of homes for older members of the community."

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

"It was vitally important that the tenants expressed their views and housing officers made sure these were properly represented."



The Council's Housing Development Officer (New Supply) Dawn Conner, Councillor Johal and McTaggart Construction Director John Allan

## New build homes in Bonhill are taking shape

The Council's new housing development at Pappert in Bonhill is progressing well with the first tenants due to move in before summer.

The 26-home development includes four-bedroom properties in response to greater demand from larger families as well as one-bedroom cottage flats and two-bedroom wheelchair flats.

The site will also include six Passivhaus homes in a first for West Dunbartonshire. These properties are super-insulated and use enhanced components such as triple-glazed windows and specially designed doors to create an airtight building fabric. This helps tenants reduce fuel usage and lowers their bills.

It is the latest house building project in the area aiming to meet unprecedented demand for social housing.

Tenants who would like to be considered for one of these new homes must make sure their housing application is up to date. Email [morehomes@west-dunbarton.gov.uk](mailto:morehomes@west-dunbarton.gov.uk) with any questions.

## Time out Tuesday group support dementia patients



Working4U's Time Out Tuesday group recently undertook a special project focusing on dementia.

Because some of the members live with dementia they felt that the group, which focuses on wellbeing, would benefit from learning more about how they can provide support.

They started with taking part in dementia awareness training through Alzheimer's Scotland, learning about

the condition and how to engage with people who may have dementia. They also discussed creating dementia friendly environments.

The group then had a visit from PC Martin McKenna from Police Scotland who spoke about dementia safeguarding tags and the Herbert Protocol which is a form to provide comprehensive information about missing persons. This saves time and may give clues to the whereabouts of someone who has gone missing.

The group also decided to put their crafting skills to good use and, with help from Maureen McLean, made fiddlemits. These creations are designed to relieve tension and restlessness as part of a comforting sensory experience. They were donated to Crosslet House Care Home alongside a hamper of goodies for the residents.

**For more information about the group,  
email [Sharon.campbell@west-dunbarton.gov.uk](mailto:Sharon.campbell@west-dunbarton.gov.uk)  
or call 07951 398 980.**





## Conveners' Column

### New homes progress

It has been an eventful few months for new developments in both Clydebank and Dumbarton.

I was delighted to meet with Natalie Traynor and her daughter Alicia at their new home in the Clydebank East development just before Christmas.

This site is brilliant for transport links and is offering 88 homes of varying sizes, some of which are tailor-made for families with extra requirements.

Alicia uses a wheelchair and requires round-the-clock support. It was touching to hear the difference that this house will make to Natalie and her four children.

Meanwhile, I was fortunate to be able to go along to the new sheltered housing development at Willox Park in Dumbarton recently. The development is already taking shape and I was particularly interested to hear about the innovative ground source heating system which is being installed.

I know the residents will be delighted when they are able to get into the new homes.

While work such as these two projects is progressing, it is also a challenging time for the Housing department at West Dunbartonshire Council but I am pleased to be working alongside the Chief Officer and his team to make decisive steps to tackle the housing emergency head on.

Early in February, a group of stakeholders including housing associations, representatives from various Council departments, contractors, health and social care partnership colleagues and others got together to discuss how we can collectively improve the housing landscape across the region.

I was heartened to hear the input from those attending and how we can work collaboratively to try and improve outcomes for the people who stay in West Dunbartonshire or who may choose to live here in future. I look forward to hearing how this action plan progresses.

I want to take the opportunity to pay a special thanks to the Council teams who were tasked with responding to emergency repairs during and after Storm Eowyn in January. I know this was a challenging time for both staff and tenants. The quick actions of our teams and the willingness of citizens who heeded the red weather warning and stayed at home has certainly minimised the potential impact this could have had.

I hope many of you are looking forward to the brighter days ahead and, hopefully, some settled weather in spring.

I look forward to catching up with you in the summer edition of Housing News.

## Tenants' feedback says service is improving

Tenants have reported they are enjoying an improved housing service compared with two years ago.

A total of 500 tenants were interviewed by an independent research company last year with their feedback showing significant improvements since the last survey was carried out in 2022.

This includes higher levels of satisfaction with the overall service (rising from 61% to 87%), higher satisfaction with the repairs service (rising from 60% to 90%) and improved satisfaction with the quality of home provided (rising from 63% to 88%).

In the area of tenant participation and communication, 87% of tenants say that they feel the Council is good at keeping them informed about services and decisions (up from 76% in 2022) and 87% of tenants also say they are

satisfied with the opportunities to participate in decision making processes (up from 69% in 2022).

Key findings from the satisfaction survey – a requirement of the Scottish Social Housing Charter – were reported to the Housing and Communities Committee in February. The full survey results will now be analysed in detail to drive further improvements.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal said: "I'd like to thank every tenant who agreed to take part in the survey as this feedback is vitally important to make further improvements where needed."

"I welcome the significant increase in satisfaction levels across the whole of the housing service. We will continue to listen to the views of tenants going forward."

## Give your feedback on Housing News

### Do you like what you read in Housing News?

The Council's Housing section would like to get a group of tenants to review each edition of Housing News and help put ideas together for future editions.

Peter Barry, Chief Officer for Housing said: "The views of our tenants are important and so we welcome feedback to make sure the content of Housing News is relevant and engaging."

**If you would like to be involved in this group or find out more, please get in touch with Jane Mack on 07983542993 or email [jane.mack@west-dunbarton.gov.uk](mailto:jane.mack@west-dunbarton.gov.uk)**



## 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.

Anyone with a West Dunbartonshire Council or Housing Association tenancy can agree 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 mutual exchanges within West Dunbartonshire and elsewhere.

Registered users can browse the properties that are available and offer their current property as 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 who wishes to be considered for a Council property should complete the online form at <https://www.west-dunbarton.gov.uk/housing/council-housing/tenancy-and-allocations/housing-applications/> or by calling 01389 737661 and selecting Option 2.

For those already on the transfer list, current applications can be updated to request consideration for a property at any of the new developments, depending on eligibility.



## ‘GETTING THE BEST OUT OF YOUR PROPERTY’ – SPECIAL REPORT

# Keeping homes in a good condition is a key responsibility of both the Council as a social landlord and tenants

While the Council is committed to ensuring homes are of a well-maintained standard, it is also up to the tenants themselves to keep their properties in good order.

The Council is responsible for carrying out certain repairs at no cost to the tenant in line with the Repairs Policy, with tenants having responsibility to take reasonable care of their homes, including carrying out minor repairs, routine maintenance, and internal decoration, as outlined in the Scottish Secure Tenancy Agreement.

Not doing so is to the detriment of all as it means that the Council has to spend more money on unnecessary damage when a tenant leaves their property or has to pay to remove items left behind.

With all parties playing their role, this can lead to better quality, sustainable homes moving forward.

Here is some key information for tenants on how to get the best out of your property and the service which Housing provides.

## FINANCIAL IMPACT ON TENANT SERVICES

While the vast majority of tenants take good care of their homes, when tenants fail to do so or leave belongings behind, the cost of repairing and clearing properties diverts money away from vital services.

This affects investment in repairs, maintenance and community improvements that benefit all tenants.

The Council will continue to recover costs where possible but unpaid charges result in financial strain on the housing budget. Tenants who ensure their homes are properly maintained and left in a good condition help protect the budget for essential housing services.

Tenants failing to meet their responsibilities can face serious consequences, including:

- **Being recharged for any damage or clearance work**
- **Debt recovery action**
- **Jeopardising future rehousing**

Tenants who leave their homes in poor condition, have unpaid charges, or fail to meet their tenancy obligations may not be eligible for a move to another Council home in the future.

The Council want to support tenants in meeting their responsibilities to ensure smooth transitions and protect housing resources for everyone. Any tenants requiring advice on responsibilities or repairs, can contact their Housing Officer.



## Key responsibilities to remember

Tenants are responsible for everyday upkeep which includes minor repairs like replacing fixtures (eg light bulbs and fuses), maintaining internal decoration and keeping the property in a clean and safe condition.

Tenants must also report any required repairs to the

Council as soon as possible.

While most tenants look after their homes well, damage caused by deliberate actions, neglect, or misuse (whether by tenants, family members or visitors) is not covered by the Council. If such damage occurs, tenants will be recharged for the cost of repairs.

Full details of the key responsibilities of tenants are available online at <https://www.west-dunbarton.gov.uk/housing/council-housing/tenancy-and-allocations/your-tenancy-agreement/>

## Leaving the property in a good condition

There are requirements of tenants who are moving out of a property. They include:

- **Leaving the home in a good decorative condition**
- **Removing all belongings and rubbish**
- **Carrying out any minor repairs they are responsible for**
- **Returning all keys**

Failure to meet these responsibilities results in rechargeable repairs, where the Council recovers the costs of clearance and repairs. Currently, more than £400,000 is being spent every year on removing items left behind by tenants. These funds could instead be invested in improving services for all tenants.

To assist, pre-termination visits and house assessments are being carried out so housing officers can:

- **Clearly explain tenant responsibilities for repairs and clearing a property**
- **Provide guidance on actions to take before moving out**
- **Help avoid unexpected costs**

All of this will help to maintain properties and ensure that voids can be relet quickly.





## ACT NOW – heating control switch off is on 30th June

Tenants are being urged to arrange an upgrade to heating system teleswitches before the ageing technology becomes defunct this summer.



The teleswitch, found in homes with electric storage heaters, works by receiving an analogue signal telling it when the heater requires to be charged.

But these signals will be switched off for good on June 30th

2025, and the heaters will only work with a new digital switch.

The Council has already begun a programme of work to install upgraded switches called Connect Response Heatsage Controls and tenants in multi storey blocks can arrange to have one fitted by calling 0800 246 5561.

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

The other version, which also requires to be replaced, is a radio-telemeter, and this is when the switch is in the same box as the meter and usually have the word telemeter written on them.

Upgraded digital controls will not be affected by the switch off in 2025 and also work well with smart meters and new off-peak tariffs such as Economy 10 which allows 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. Storage heaters require a specific type of smart meter called a 5 terminal SMETS2. Tenants should ensure this is the specification their energy company is installing.

If you have any questions, you can contact Connected Response on 0800 246 5561.

## Smart heating and hot water controls for more than 600 tenants

More than 600 homes in West Dunbartonshire have benefitted from new smart heating and hot water controls thanks to a funding boost from SP Energy Networks' Transmission Net Zero Fund.

The Connected Response project means that, once installed, the new smart controls allow households to easily get a smart meter allowing households to move onto off peak electricity tariffs during the day and evening

The new tariffs take advantage of the electricity being generated by renewable sources such as

wind turbines and can save users money whilst keeping them warmer in the evenings.

In addition, any old radio teleswitch equipment which will become defunct in June 2025 will be removed as part of the smart meter installation.

If you live in a multi storey block with electric storage heating and have not had your new heating and hot water controls fitted yet you can contact Connected Response on 0800 0489 220.

If your storage heaters or hot water tank are not working, please contact West Dunbartonshire Council repairs team on 0800 073 8708.



## Summit focuses on housing outcomes

A group of around 80 people with an interest in housing in West Dunbartonshire recently came together to discuss the Housing Emergency.

West Dunbartonshire Council organised a housing summit to focus on discussions around the main challenges on housing services including supply and demand.

Summaries of discussions and key points made will be used to develop a list of recommended actions. This will be fed into the housing emergency action plan and reported back to members of the Council's Housing and Communities committee.

Attendees included Council officers, representatives from West Dunbartonshire Health

and Social Care Partnership, Elected Members, housing associations, major house builders from across Scotland, delegates from the Scottish Government and delegates from other public sector agencies.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal, said: "It was great to get everyone in the room and talking about what can be done to address the housing emergency which was declared in West Dunbartonshire last May.

"I am heartened that all of the different agencies who attended showed a real willingness to work together for better outcomes for our citizens."



## Tenant's voice with Frances McGonagle



**It's nice to see daylight staying a bit longer these days at an otherwise depressing time of the year.**

There has not been any cheer in relation to housing finances either and we were very concerned about the deficit in the Housing Revenue Account update given to councillors in December which predicted all our reserves being used up and a loan needed from the General Fund for the housing budget to balance this year.

And that's before even considering a rent increase for 2025/26. We have corresponded with councillors and Housing Chief Officer Peter Barry about our concerns

and hope that a fair solution is found.

At the time of me writing this, councillors haven't agreed the rent increase for next year, but I sincerely hope they adhere to the outcome of the tenant consultation.

The tenant satisfaction results are surprisingly good. The WDTRO are usually involved in issues when things aren't working for tenants so it's good to hear that for the majority, housing services work well. There is always room for improvement so don't think we'll have nothing to do in 2025!

wdtro



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



## Repairs policy aims to improve communication with tenants and streamline service

A new repairs policy is aiming to provide tenants with more information while improving the service.

West Dunbartonshire Council is committed to delivering a high quality, efficient and effective responsive repairs service to all tenants, in a manner which delivers high rates of customer satisfaction.

But the Council also needs help from tenants to ensure they know what responsibilities lie with them and what they can expect from the repairs team.

By working together, the revised policy will deliver value for money, high rates of customer satisfaction and the maintenance of properties to a good state of repair which will contribute to the Council maximising the quality and long-term life of its housing stock.

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

Important elements of the new policy include providing clear information for tenants around the type of repairs the Council is responsible for and what tenants are responsible for, providing clearer definitions of different repairs categories and reducing the target

timescales for carrying out urgent repairs.

The policy also outlines an enhanced level of service tenants can expect around repair appointments and improved communication which include text or emails being sent to confirm a repair appointment, an appointment reminder and notification when the operative is on their way. A further message will be sent when a repair is complete, asking for feedback to help the Council improve the service further going forward.

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

Convener of Housing and Communities, Councillor Gurpreet Singh Johal, said: "While the Council as landlord is responsible for the condition of properties, tenants also have a very important part to play in ensuring they maintain their homes to a good standard.

"I am pleased that implementation of the revised policy has begun and the key aim is for tenants to receive a more efficient and effective repairs service that continues to deliver high rates of tenant satisfaction.

"I look forward to seeing how this progresses."

## Scrutiny Panel looks out for tenants

Meanwhile, a panel of tenants and factored owners has recommended improvements to the repairs process.

The Scrutiny Panel group considered the process for tenants reporting a repair through to its completion and have made 12 recommendations to improve the experience. Their report was presented to the Housing Improvement Board by Panel member Rita Howard.

She said: "The Panel decides what area they scrutinise and we look at areas that are most important to tenants. Repairs is a key priority. Our recommendations include improving online and email reporting, agreeing appointments with tenants and evidencing when repair staff have been at a property and no-one was in. Our recommendations will help improve the service all tenants receive. I'm really proud of our report."

The Housing Improvement Board accepted all the recommendations and will now implement them and

report back to the Panel on progress. It will complement the revised repairs policy.

Peter Barry, Chief Officer for Housing, said: "The work the Scrutiny Panel undertake is really invaluable and gives us great insight into tenant priorities and how we can improve housing services."

The Scrutiny Panel recently celebrated their 10th anniversary and are looking for new members. For a paper copy of their report or to find out more about the Panel, contact Jane Mack on 0789 354 2993 or emailing [jane.mack@west-dunbarton.gov.uk](mailto:jane.mack@west-dunbarton.gov.uk). Training, support and expenses are provided.

**The Scrutiny Panel's report is available to view at**

<https://www.west-dunbarton.gov.uk/media/rfrh23hc/activity-8-tenants-repairs-journey-nov-2024.pdf>

## Buy your garden waste permit now

Tenants who want the Council to uplift garden waste can now buy a permit for next season costing £60.

This entitles the householder to fortnightly collections of garden waste between March 31st and the end of November.

More information is available on the Council's website where you can also purchase a permit. For those who cannot complete the online form, you can call 01389 738282.



## Shower install programme

Tenants who don't currently have a shower in their property could be included in this year's installation programme.

Tenants should email [housingcapitalinvestment@west-dunbarton.gov.uk](mailto:housingcapitalinvestment@west-dunbarton.gov.uk) with the word 'SHOWER' alongside the name of the lead tenant on the subject line, address and contact telephone number in the subject box.

Alternatively, tenants can request a shower by calling 01389 738562.

Before any installation is done, a check will be carried out to see if the property is due for a full bathroom renewal. If this is the case, it may be appropriate to await bathroom renewal which will include a shower.

# ON THE SPOT



**Sandra Stewart,  
Housing Officer**

**What three words best describe you?**  
Tenacious, empathetic, workaholic.

**How long have you worked for the Council?**  
40 years. I started working for Clydebank District Council in May 1984 as a Personnel Assistant before moving to work in the Housing Department six months later.

**Where did you work before West Dunbartonshire?**

I worked part time in CF Nash in Glasgow, a stationery shop in Miller Street, for those who remember it, then Remnant Kings before moving to New Jersey. I only lasted two months before I came home as it wasn't for me!

**What's your favourite part of your job?**

Helping others by listening to their experiences, needs, complaints and suggestions and using my skills and experience to assist or advise to the best of my ability. I love it when I've made a difference to someone's life, even in a small way. It's very rewarding.

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

Back in the day, the offices were cluttered with every hazard imaginable, including wires hanging from walls. I was busy telling my colleagues to watch they didn't trip over. I left the room to make a coffee and when I returned, I was the one who face-planted in super-man fashion onto the floor, but I didn't spill a drop of my coffee! I wasn't injured, just embarrassed.

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

An archaeologist. I've always been interested in historical artefacts, events and theorisation.

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

I love to spend time with my hubby, catch up with our children over the phone, take a nap or enjoy a glass of red wine. Sometimes I indulge in all four at once.

**If you could create an invention to make your job easier what would it be?**

A magic wand that actually works! The capabilities would be endless.

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

Life is a continuous journey of learning, growth and self-preservation. Embrace it to develop your body, mind and soul to stay strong and capable of being the best version of yourself.



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COUNCIL

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BY-ELECTION  
TO BE HELD  
IN DUE COURSE

POSITION TO BE FILLED  
COUNCIL OFFICES  
CLYDEBANK TOWN HALL

T:  
M:



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know your  
councillors

More info here:



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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](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	<b>01389 737444</b>
Special (bulky) uplifts -	<b>01389 738282</b>
Grass cutting	<b>01389 608412</b>
Litter Hotline	<b>01389 772059</b>
Environmental Health	<b>01389 738290</b>
Pest Control	<b>01389 738282</b>
Waste Aware	<b>0845 111 0050</b>
Trading Standards	<b>01389 738519</b>
Caretaking Service	<b>01389 738282</b>
Dog Warden	<b>0141 951 7957</b>
Home Content Insurance	<b>01389 737867</b>

### 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

Clydebank	<b>01389 776400</b>
Dumbarton	<b>01389 776400</b>
Alexandria	<b>01389 776400</b>
Open 9am to 4.30pm, Monday to Friday	

### Home from Home (furniture re-use centre) **01389 733733**

### Social Work

#### Adults and older people

Clydebank	<b>01389 811760</b>
Dumbarton	<b>01389 776499</b>
Children & families (all areas)	<b>0141 562 8800</b>

### Women's Aid

Dumbarton/Alexandria	<b>01389 751036</b>
Clydebank	<b>0141 952 8118</b>
Relationship Scotland	<b>0141 248 5249</b>

### 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**

## FREE HEARING CHECKS

Concerned about your hearing? Drop in for assistance as part of the West Dunbartonshire Healthy Hearing Campaign.

Sessions are open to anyone over 18 who lives in West Dunbartonshire. There is no need to book.

Staff will be on hand to discuss hearing loss and they can also check, retube or clean existing hearing aids.

The sessions run from March to November at the following locations and times.

- **Clydebank Library, Dumbarton Road, G81 1XH.**  
1st Thursday of each month. 1pm - 3pm
- **Alexandria Library, Gilmour Street, G83 0DA**  
2nd Thursday of each month. 10.30am - 12.30pm
- **Dumbarton Library, Strathleven Place, G82 QBD**  
4TH Wed of each month, 5.30pm - 7.30pm

More information is available by contacting  
[ggc.wdhscp.admin@nhs.scot](mailto:ggc.wdhscp.admin@nhs.scot)

## 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 **May 1st 2025** 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

1. How many homes are being built at the new Willox Park development?  
a) 2  
b) 17  
c) 55
2. What is the name of the creations made by Working4U's Time Out Tuesday group to relieve tension and restlessness as part of a comforting sensory experience?  
a) Fiddlemits  
b) Busy fingers  
c) Working thumbs
3. How many recommendations did the Scrutiny Panel make following their recent project?  
a) 3  
b) 6  
c) 12

## PREVIOUS QUIZ WINNER

Congratulations to Paul from Clydebank who was the winner of the winter edition's quiz.

He said: "I'm delighted to have won the quiz. It has certainly brightened up a dull January."



HOUSING  
**news**

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

