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SUMMER 2024

## KITCHEN RENEWAL PROGRAMME GETS UNDERWAY AS PART OF £2.2M CAPITAL INVESTMENT

Around £2.2million will be invested this year by the Council, installing new kitchens as part of the Housing Capital Investment programme.

This is just one of the many programmes that will see tenants benefit from investment in the housing stock. More than 300 addresses spread across the whole of West Dunbartonshire will be targeted for investment this financial year.

As part of the programme the Council will install USB sockets in kitchens to ensure they are modern and up to date. Anne Queen from Haldane, pictured below, who recently received a new kitchen was pleased with the installation process.

She said: "From the initial survey to the completion of my new kitchen was a very positive experience. The workmen were professional in every way and treated my home with respect. Although my kitchen is small in size I am really pleased with the size of the cupboards and drawers."

Convener of Housing and Communities, Councillor Gurpreet Singh Johal, said: "I am pleased that this tenant has had such a positive experience throughout the installation of her new kitchen."

"This shows a commitment from West Dunbartonshire Council to reinvest in improving our homes."



## COUNCIL'S ANTI-SOCIAL BEHAVIOUR TEAM PROVIDES INVALUABLE SUPPORT TO TENANTS AND RESIDENTS

The Council's Anti-Social Behaviour Services offer a range of services that can help and offer resolution to complaints.

Members of the team will always look to resolve cases without legal action however in some instances the case may have to be taken to court for legal restrictions to be put in place and, sometimes, eviction.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal said: "Everyone has the right to live in a home in which they feel safe. While these individual cases are harrowing, I am pleased that both tenants have reached positive outcomes thanks to the commitment of our dedicated and hard-working ASB team."

### CASE 1

The Council's ASB team supported a tenant who was subjected to a campaign of anti-social behaviour by a neighbour in the Dumbarton area. The team gathered evidence, witnessed acts and prepared the case for court to remove the tenant.

The tenant said: "From the minute my neighbour moved in there were issues. It had a devastating impact on me. I became frightened to leave my home and when I did I was frightened to come back."

"I didn't want family or friends to visit. I was embarrassed, anxious and frightened all the time. It has to be the worst experience of my life."

An eviction decree was granted at Dumbarton Sheriff Court with the perpetrator ejected from their home.

Speaking about the support ASB services provided, the tenant said: "I honestly can't thank the ASB team enough for everything they have done. My only regret is not calling them sooner. I'm sleeping at night, my family can now visit and I really am back to my old self."

### CASE 2

The team also assisted another tenant in Dumbarton who was experiencing acts of intimidation and violence which were so severe her child missed school and she missed work due to tiredness and stress.

Staff from ASB services investigated the case and, despite interventions, the neighbour's behaviour continued.

The tenant said: "It was a really bad period for me and my family. I didn't want to live here."

The ASB team prepared a case for court and an eviction decree was granted at Dumbarton Sheriff Court.

The tenant said: "I finally have peace to live my life and not worry about what I'm coming

The ASB team operates seven days a week, from 8:30am until 2am Monday to Friday and 3pm to 2am on Saturday and Sunday. They can be contacted on 01389 772048.



## Consider getting home contents insurance

West Dunbartonshire Council does not cover home contents as part of the tenancy agreement. Tenants should consider what items they require cover for in order to make an informed decision on whether a policy is needed.

Contents insurance is designed to help protect your possessions. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen so home contents insurance can help provide peace of mind should the worst happen.

### PAY AS YOU GO HOME CONTENTS INSURANCE SCHEME

West Dunbartonshire Council work with one of the UK's largest insurers to provide specialist Tenants Contents Insurance policies. The scheme is a specialist insurance scheme provided by Aviva Insurance Limited. The scheme can offer you insurance for the contents of your home including cover for items such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments.

The policy cover is subject to the terms, conditions, limitations and exclusions contained in the Policy Wording which you should read carefully. More information or an application pack can be provided by calling the Council insurance team on 01389 737867 or email [HomeContents@west-dunbarton.gov.uk](mailto:HomeContents@west-dunbarton.gov.uk). Please note that the insurance policy provided is arranged on a non-advised basis. This means that you will be provided with the key information to be able to make an informed decision on which cover is appropriate for your needs.

**Acceptance restrictions may apply for conviction and claims experience.**

The policy is underwritten by Aviva Insurance Limited. Aviva Insurance Limited, Registered in Scotland Number 2116. Registered Office: Pitheavlis, Perth PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. FP.TCI.2024.55.GG

## HOUSING EMERGENCY DECLARED BY WEST DUNBARTONSHIRE COUNCIL

In early May, a housing emergency was declared in West Dunbartonshire amid unprecedented pressures on the ability to meet the needs of those in social housing or seeking a Council property.

Following on from this announcement, the Scottish Government declared a national housing emergency, formally recognising the problems currently affecting the sector.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, has written to the Scottish Government to demand a review of the decision to significantly reduce the Affordable Housing Supply Programme allocation, severely impacting the delivery of new, much-needed homes in West Dunbartonshire.

The funding was cut by 27% (£2.873m) for 2024/25 for West Dunbartonshire alone.

Despite the pressures, there is still significant progress being made in reducing the number of empty homes and the construction of 133 new Council homes as well as 262 households being

prevented from experiencing homelessness.

However, the Council found itself with no choice but to declare a housing emergency with over 5500 households on the Council's housing waiting lists, 274 people living in temporary accommodation and over 1000 homeless assessments.

The Council will now engage with both internal and external partners to map out a way forward.

Councillor Johal said: "It is devastating that the circumstances we find ourselves in mean that we now have to declare a housing emergency.

"Unfortunately, despite the best efforts of the staff in our housing department, the reduction in funding for affordable housing along with pressures on meeting the needs of current tenants has given us no option.

"This decision has not been taken lightly but I sincerely hope that this can help lead us on the path of greater stability for everyone in our communities, especially those who are facing homelessness and unstable accommodation."

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

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

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

Although most Council tenants keep their homes in good condition, there are some tenants who cause damage either deliberately or through neglect or misuse. In these circumstances they will be recharged by the Council for repairs where the damage can be attributed to the wilful, accidental or negligent actions of the tenant, tenant's family or visitors.

Tenants will also be charged for work that may be required when they move out of their property, for example if they have failed to leave the property in a good condition or have failed to fully remove their belongings before handing back keys.

These are known as rechargeable repairs, and it is in the interests of everyone in West Dunbartonshire that the Council recover the cost of these. Not doing so would deprive the Council of much needed income, increasing the cost of the service and rental levels for tenants.

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

## OPPORTUNITIES TO SWAP TENANCY

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

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

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

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

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

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

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



# BUY BACK SCHEME HELPS TO BOLSTER SOCIAL HOUSING STOCK IN WEST DUNBARTONSHIRE

**A bid to bring homes into Council ownership to increase the number of properties available and reduce homelessness is making progress with a dedicated officer now appointed to lead the scheme.**

The Council's housing development team plan to bring 300 homes into Council ownership through its Buy Back scheme over the next five years.

This is in addition to the 122 new homes which have been bought by the Council in the last five years.

Currently, there is a national shortage of social housing across Scotland which has led to an all-time high in homelessness applications and demand for social housing both locally and nationally.

In West Dunbartonshire, there is a particular need for larger family housing as well as one-bedroom properties. A dedicated officer has now been appointed to lead the Buy Back programme to which people can self-refer. Empty homes officers and housing officers working in the community will also be looking to identify properties which could be bought by the Council.

The initiative has been running for more than 10 years, having been approved by the committee in 2013 although initially it was only looking to secure a modest five homes per year.

Last March it was agreed that the ambition and vision of the scheme would be scaled up in order to meet

housing need and help combat homelessness by securing 300 new homes for social rent over a five-year period. The aim is to reduce the need for temporary housing and the number of empty homes while improving the standard of housing within the area as well as creating more vibrant communities.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: "We are committed to ensuring our residents can access secure and appropriately sized homes which suit their needs and the Buy Back programme helps by widening our housing stock.

"I am pleased that we have been able to scale up this programme and we now have a dedicated officer who will lead the way in bringing more homes back into our ownership, making more properties available for Council tenants and reducing homelessness."

The scheme will consider properties which satisfy certain criteria including that any cost of purchasing the property and bringing it up to the Scottish Housing Quality Standard represents value for money for the Council.

The purchase must be beneficial to the Council and the seller must have made their own arrangements for rehousing.

More information on the Buy Back Scheme is available at: <https://www.west-dunbarton.gov.uk/housing/private-housing/buy-back-scheme/> or by calling 07551422581

## COMPLAINTS PROCEDURE EXPLAINED

**West Dunbartonshire Council is committed to providing the best quality housing services possible with the resources available and strives for continuous service improvements.**

When problems occur, tenants are key in providing information which allows for a satisfactory resolution to be found and ensures lessons can be learned.

The Council has a thorough complaints procedure and the escalation process is outlined on the website below. This process is endorsed by both the Scottish Public Services Ombudsman and the Scottish Housing Regulator. However, if you are a tenant of a social landlord, and the specific complaint affects a group of social landlord tenants, you can also report the issue to the Scottish Housing Regulator. The Regulator has published an updated factsheet for tenants about raising these kinds of serious concerns about a landlord.

The factsheet provides enhanced clarity around what issues tenants can bring to the Regulator and when and how these fit with other routes for tenants to complain to their landlord and the Scottish Public Services Ombudsman.

Further details are available on the Council's website at <https://www.west-dunbarton.gov.uk/council/our-performance/service-performance/housing-services-performance-information/complaints/>

## Engagement plan ensuring council meets requirements

**The Council's latest engagement plan, in accordance with the Scottish Housing Regulator, was published in March.**

This is a regulatory requirement for all social landlords and identifies areas where the Regulator requires further information from a landlord to ensure all responsibilities are being met.

The Council will provide the Regulator with information they require in relation to homelessness services and will continue to report on any issues preventing the provision of

temporary accommodation and of instances where there is failure to comply with the Unsuitable Accommodation Order.

The Council will also provide monthly updates on the progress being made in achieving compliance with electrical safety requirements and review performance and the improvement actions relating to tenant satisfaction, the percentage of tenancy offers that are refused and how quickly complaints are responded to.

The Engagement Plan can be viewed at <https://www.west-dunbarton.gov.uk/council/our-performance/service-performance/housing-services-performance-information/engagement-plan/>



## Conveners' Column

**There are many positives within our housing service at the moment and I know that staff often go above and beyond for tenants who are trying to secure accommodation which suits their needs.**

We also have an ambitious house building schedule and have devoted resources to our Buy Back scheme ensuring that properties which are available in our communities, where appropriate, can be made available for social rent.

However, we like most if not all Councils across Scotland have to use the resources which we have been given. In recent times, the affordable housing budget has been cut by the Scottish Government leaving us in an unsustainable situation.

Due to this and the unprecedented pressures faced within the housing sector, at the start of May, the Council declared a housing emergency. Just a couple of weeks after this, the Scottish Government declared a national housing emergency.

I have written to the Scottish Government to demand a review of the decision which was taken to significantly reduce the Affordable Housing Supply Programme allocation, severely impacting the delivery of new, much-needed homes in West Dunbartonshire.

I will be working closely with the Chief Officer of Housing to map a way forward and create an action plan along with both internal and external partners.

While this work is ongoing, every effort will be made by the housing department to prevent any impact on our tenants.

Work is still progressing on building new homes and reacting to the changing needs of families and this will not stop but I will also focus on pushing for greater investment so that we can truly deliver for our communities.

Our Working4U team has also been busy recently, organising a well-attended jobs fair to help our residents gain meaningful employment and developing a new, innovative qualification for those working in adult learning. Both of these are fantastic examples of the innovative collaboration which our teams have been involved in.

I thank you for reading this edition of Housing News and I hope you get the chance to enjoy the summer. I look forward to being back in touch later in the year.



# Life changing help from supported accommodation in Ashton View

An Ashton View tenant has praised the help and support he received from staff members at the accommodation as he moved into his own tenancy.

Robert Harwood (pictured right with partner, Helen) says he would never have achieved so much without the kindness of the team at the supported accommodation service.

Ashton View, a homeless service, provides tenants with 24-hour support.

And when Robert moved in, he worked closely with his keyworker Michael to create a care plan which addressed his immediate needs and small achievable goals.

One of the goals he set himself was losing weight, and after joining a slimming club, the team at Ashton View kept him motivated.

Now Robert has left the supported accommodation after securing his own tenancy.

He said: "Without the support and the kind nature of all the staff at Ashton View, I would never have

come so far. My experience with Ashton View has always been positive. I joined in February 2023 when I could barely climb the stairs and was in my room 24 /7.

"I had a lot of personal problems I couldn't deal with it. I was told that I should be putting myself first and trying to improve my life.

"At this point my psoriasis was uncontrollable, my skin was sore and painful. I started to use cream regularly.

"Then on April 18th 2023, I made the choice to join Slimming World which turned out to be the best choice of my life.

"I started at 29st 6lbs and by May 2024 I was down to 17st 6lbs. Without the help and support of Ashton View staff I could never have achieved so much. All of the staff deserve so much credit and praise.

Their job is hard and time consuming but I think they love it that way. I'll certainly be staying in touch with them."



# New qualification launched after collaboration from Council's innovative Working4U Team

West Dunbartonshire Council's Working4U Adult Learning and Literacies Team have been pivotal in the development of a new qualification for people wanting to work in adult learning.

Adult learning practitioners from across Scotland recently came to Clydebank Town Hall to hear about the Professional Development Award 'Working in Adult Learning: an Introduction'.

It was developed in partnership by the Adult Learning and Literacies Team, Learning Link Scotland and West College Scotland after they identified a gap

in qualifications available.

It is aimed at people wanting to work in adult learning, volunteers or people who already work in adult learning but don't have a qualification.

A successful business plan was submitted to the SQA who then offered support to write up the units for the award.

A pilot course started in West College Scotland's Clydebank Campus in January with a small group of six students.

The resources are now available for any

approved centre to run the qualification.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal said: "It is testament to the hard work of our Working4U team who identified a gap in the qualifications available to people working within the adult learning sector and, through collaboration with our partners, developed this.

"It is fantastic news to hear that other organisations are keen to replicate this across Scotland. Well done Working4U."

# Council jobs fair hailed a success as over 300 people meet with employers



More than 300 people attended a recent Council jobs fair, meeting with employers to find out more about recruitment opportunities.

Organised by the Council's Working4U team, 321 jobseekers attended with 25 employers discussing available roles.

The Council also worked in partnership with Bellsmyre Digital, renting their ICT suite within the Concord Centre. This allowed jobseekers to access computer systems so they could complete online job applications at the event.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal, said: "It is great to see so many people turn out for this successful event to find out more about the opportunities which are available.

"I want to thank the Council's Working4U team for organising the jobs fair and I hope that this leads to a bright future for the jobseekers who attended."

The event was funded by No-one Left Behind Scottish Government funding.



# WALKABOUTS HELP LEAD TO SOLUTIONS IN COMMUNITIES

Walkabouts are a great way for tenants to tell the Council about any issues which have arisen in their area.

Any tenant can ask for a walkabout with housing staff however they work best when a few tenants come along and are able to share different opinions on local issues.

Walkabouts were discussed at the last liaison meeting between West Dunbartonshire Council and West Dunbartonshire Tenants and Residents' Organisations. The group are continuing to monitor walkabouts ensuring that they are effective and lead to successful change.

The system was improved a few months ago in order to ensure all issues are reported and looked into by the responsible team.

Those who attend a walkabout will agree on a list of important tasks and create a plan to tackle them. A meeting, scheduled two weeks after the walkabout, will include all participating tenants and provides an opportunity for updates to be given and to allow for discussion on the action plan.

The housing team have been working closely



with the TRAs in Tullichewan, and Central Radnor Park to carry out this new process and the follow up meetings with officers and tenants. It is hoped that this process will continue with other TRAs therefore helping to sort issues within communities.

Tenant Participation Officer Jennifer McKechnie can be contacted on 07823664247 for tenants or residents with any questions. Area co-ordinators can also be contacted using the following details.

## AREA CO-ORDINATORS

### Alexandria

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

### Dumbarton

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

### Clydebank Central

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

### Clydebank Waterfront

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

## Tenants and Residents Associations



## ALEXANDRIA

### Central Alexandria

catrawdc@yahoo.co.uk

### Tullichewan

Harry\_mccormack.tullichewantra@yahoo.co.uk

### Haldane

H.T.R.A@hotmail.com

## CLYDEBANK

### North and South Drumry

tenant.participation@west-dunbarton.gov.uk

### Littleholm

littleholmtra@hotmail.com

### Dalmuir MSF

Tenant.participation@west-dunbarton.gov.uk

### Central Radnor Park

Centralradnorparktra0@gmail.com

### Old Whitecrook

oldwhitecrooktra2017@gmail.com

## DUMBARTON

### Risk Street

rstrachair@gmail.com

### Westbridgend

wbtralomondcourt@talktalk.net

### Willock Park

Tenant.participation@west-dunbarton.gov.uk

## Tenant's voice with Harry McCormack



### Tenants together have a stronger voice

I'm writing this in place of Frances McGonagle again as she continues to recuperate, and we wish her a speedy recovery.

Walkabouts play an important role in giving tenant groups as well as individual tenants a chance to inspect their street or area and raise issues with the relevant officers from the Council. In Tullichewan, we have regular walkabouts and they work very well. We get issues addressed quickly and updates provided.

Not everyone though has such a positive experience and that is

why the WDTR0 raised the issue at a WDC/WDTR0 liaison meeting which take place every two months. As a result, the walkabout process was reviewed and tightened up and they will now be monitored at the liaison meetings to ensure there is consistency.

It was great to attend the tenant event in June at Clydebank Town Hall. It is good to get together with other tenants involved in the various tenant participation opportunities. It is encouraging to see what others are doing and gives you motivation to keep going. Our motto is that tenants together have a stronger voice and I truly believe that. If anyone has an issue they think we should be looking at please get in touch.

Contact the WDTR0 by email at [harrymccormack.wdtro@gmail.com](mailto:harrymccormack.wdtro@gmail.com) or through Facebook

## NEW DIGITAL HEATING CONTROLS FOR MULTI-STOREY FLATS



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

Tenants will have more control over their heating and hot water as existing storage heating switches are replaced with new smart controls. These new controls will also allow tenants to have a smart meter and access new, potentially better value, electricity tariffs. It also means that on days which are forecast to be warmer, the storage heaters, which require to be charged up like batteries can be used less, saving money.

Following a successful pilot at Kilbowie Court, the heating controls are being rolled out in the six multi-storey blocks in Dalmuir. Drop-in sessions took place in Dalmuir Community Centre and staff from Connected Response who are carrying out the work on behalf of the Council, gave tenants information on their installation and all the benefits.

Drop-in events for Westbridgetend and Drumry are being arranged and will be publicised soon.



**Nicole Harley, Supported Accommodation Team Leader**

**What three words best describe you?**  
Caring, Reliable, Trustworthy.

**How long have you worked for the Council?**  
I started working with the Council at the end of September 2023.

**Where did you work before West Dunbartonshire?**  
For the last 12 years I worked at the Preparation For Life project delivering housing support to young people aged 16 to 21.

**What's your favourite part of the job?**  
Being able to see the positive impact that the teams are having for people within the community and being able to drive positive change for both staff and clients.

**If you could do any other job for a day, what would it be?**  
I really enjoy meeting new people and supporting people to achieve their goals and aspirations so for me I would stick to what I know and continue to work within the support teams.

**How do you like to unwind after a hard day's work?**  
I enjoy reading and spending time with my friends and family. My niece and nephew help me switch off and keep me feeling young.

**If you could create an invention to make your job easier, what would it be?**  
A machine that automatically puts my thoughts onto paper. It would save a lot of time spent at the computer.

**What's the best piece of advice you have ever been given?**  
To take each day as it comes and never take anything for granted.

## CHANGES TO GARDEN WASTE COLLECTIONS



Changes to the way garden waste is collected across West Dunbartonshire will come into effect this summer.

From August 12, everyone who wishes to continue having their garden waste collected from their brown bins will require to display a permit.

The permit will cost £26 for 2024/25 due to implementation of the scheme part way through the year, with a full-year permit costing £60 from 2025/26. Permit holders will be entitled to fortnightly garden waste collections during the season.

The permit, in the form of a sticker clearly marking which address it belongs to, will be mailed out to those who sign up and should be displayed on brown bins.

Only bins with valid permits will have their garden waste collected, however residents who do not sign up

for a garden waste permit can still use the brown bin to dispose of food waste.

Gardens must be maintained in accordance with tenancy conditions, including communal areas, as untidy and neglected gardens can spoil the appearance of an estate and be a source of neighbour nuisance.

It is also important that gardens are not used for storing household items such as furniture or rubbish.

Where such gardens are identified, appropriate action will need to be taken to ensure that these conditions are being met.

The Care of Gardens scheme is available for those who require assistance and meet the eligible criteria.

Find out more at:  
[www.west-dunbarton.gov.uk/housing/maintenance-repairs/garden-maintenance](http://www.west-dunbarton.gov.uk/housing/maintenance-repairs/garden-maintenance)

If there is any reason you cannot maintain your garden please make contact with your housing officer to discuss further, see:  
[www.west-dunbarton.gov.uk/housing/council-housing/housing-operations/](http://www.west-dunbarton.gov.uk/housing/council-housing/housing-operations/) or call 01389 737661

Garden waste permits can be purchased now online via the website below. If you are unable to purchase online, please call the Council on 01389 738282.

More details are at [www.west-dunbarton.gov.uk/garden-waste](http://www.west-dunbarton.gov.uk/garden-waste)

## TENANTS URGED TO REPORT REPAIRS SO THEY CAN BE FIXED EFFECTIVELY AND EFFICIENTLY

Tenants are being urged to ensure that repairs are reported as soon as possible to allow the Council to respond effectively and prevent further problems.

There may be an assumption that common repairs have been picked up by others but by reporting them it ensures the Council can take care of these on a reactive basis before they get worse.

These include issues with gutters or roofs. Where gutters are blocked or there are roof tiles which have slipped, this can cause water ingress into a property, leading to further damage.

Also trip hazards and faulty lights in closes can pose a health and safety risk and need to be investigated quickly.

Without having an operational fan in a kitchen or bathroom, this can lead to a build-up of moisture and cause severe condensation and dampness so any problems with fans should be actioned immediately.

When repairs are reported, simple repairs can be

scheduled to take place but more complex repairs may require for an inspection to be carried out.

The Council may need access to properties for inspection or repair. Unfortunately there are a large volume of repairs every day which have to be cancelled or rearranged as there is no-one present and this has an impact on waiting times for everyone.





















You can report repairs online, via the tenant portal or by freephone on 0800 073 8708.

Meanwhile, housing services is in the process of carrying out a review of the repairs policy and has already sought the views of tenants on how important different aspects of the repairs service are to them.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: "Thank you to the tenants who completed the recent survey. This will help to ensure tenants' voices are heard."

The feedback provided will help inform a revised policy which will be consulted on later this year.



1 LOMOND	2 LEVEN	3 DUMBARTON	4 KILPATRICK	5 CLYDEBANK CENTRAL	6 CLYDEBANK WATERFRONT
<b>ELECTED MEMBERS 2022 – 2027</b>	 <b>JAMES BOLLAN</b> 4 ENDRICK WAY ALEXANDRIA G83 0UR <b>COM</b> T: 01389 737506 M: 07803 668766	 <b>KAREN MURRAY CONAGHAN</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR <b>SNP</b> T: 01389 737237 M: 07766 511565	 <b>DOUGLAS McALLISTER</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA <b>LAB</b> T: 01389 738697 M: 07771 923966	 <b>DIANE DOCHERTY</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA <b>IND</b> T: 01389 738587 M: 07741 296890	 <b>DANIEL LENNIE</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA <b>LAB</b> T: 01389 738559 M: 07741 296922
	 <b>MARTIN ROONEY</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR <b>LAB</b> T: 01389 737579 M: 07909 890846	 <b>IAN DICKSON</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR <b>SNP</b> T: 01389 737712 M: 07766 511410	 <b>GURPREET JOHAL</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR <b>LAB</b> T: 01389 738497 M: 07721 302855	 <b>LAWRENCE O'NEILL</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA <b>LAB</b> T: 01389 738784 M: 07909 890842	 <b>CLARE STEEL</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA <b>LAB</b> T: 01389 738743 M: 07721 238022
	 <b>JONATHAN McCOLL</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR <b>SNP</b> T: 01389 737511 M: 07769 367035	 <b>MICHELLE MCGINTY</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR <b>LAB</b> T: 01389 738475 M: 07721 599270	 <b>DAVID McBRIDE</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR <b>LAB</b> T: 01389 737367 M: 07961 711664	 <b>GORDON SCANLAN</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA <b>SNP</b> T: 01389 738538 M: 07721 248761	 <b>SOPHIE TRAYNOR</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA <b>SNP</b> T: 01389 738745 M: 07721 243557
	 <b>HAZEL SORRELL</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR <b>LAB</b> T: 01389 738471 M: 07721 632553	 <b>JOHN MILLAR</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR <b>LAB</b> T: 01389 737882 M: 07961 713003	 <b>CHRIS POLLOCK</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR <b>SNP</b> T: 01389 738494 M: 07721 331751		
					 <b>LAUREN OXLEY</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA <b>SNP</b> T: 01389 738599 M: 07721 235613

## Residents help create Antonine Wall Community map

The Antonine Wall Community map in West Dunbartonshire has been created to show points of interest along the Wall from Old Kilpatrick to Duntocher.

The project was part of a UNESCO UK Local to Global project and included a group of local people who worked together to create the community map with the help of designer Neil Thomson.

The aim of the project was to encourage the use of the Wall as an outdoor venue and for local walks as well as to facilitate social interaction. The collaboration included three indoor workshops and two walks suitable for all abilities.

Participants were also encouraged to create art or poems inspired by the wall and it's Roman history. Angus Ferguson a tenant at Mill Road sheltered housing complex participated and his poem, 'The Romans in Retreat' has been published on the Rediscovering the Antonine Wall website which can be accessed at [rediscoveringtheantoninewall.org](http://rediscoveringtheantoninewall.org)

Angus (pictured below) said: "I've always been interested in Scottish history and really enjoyed learning more about the Antonine Wall which is literally on our doorstep. I hope the map encourages more people to get out for a walk and discover our local history."

Meanwhile, the Antonine Wall project was also recently recognised at a national awards ceremony.

The project, led by the Council in partnership with Historic Environment Scotland and the other authority areas the wall runs through, was a winner in the People category at the Scottish Planning Innovation Awards (SPIA).

It is the latest award won by the Rediscovering the Antonine Wall project having last experienced success at the Scottish Thistle Awards in December 2023, taking home the Celebrating Thriving Communities honour.





**USEFUL PHONE NUMBERS**

**West Dunbartonshire Council**  
**Contact Centre** can be reached on **01389 738282** and is open:  
Monday to Thursday, 9am - 4.30pm,  
Friday 9am to 3.30pm.

The contact centre can direct your call on any housing matter. There is a lot of useful information on our website which is updated regularly. Please visit: **www.west-dunbarton.gov.uk**

**Repairs**  
Call us on Freephone **0800 073 8708** during office hours 8.30am - to 4.30pm Monday to Thursday and 8.30am to 4pm on a Friday.

Alternatively, you can email the repairs service on: **housing.repairs@west-dunbarton.gov.uk** or visit the website: **www.west-dunbarton.gov.uk/housing/maintenance-repairs**.

Outwith these hours or to report an emergency repair call **0800 197 1004**

**Gas Heating Repairs**  
(City Technical) **0333 202 0708**  
Capital Investment Team **01389 738562**

**General**

Council Tax	<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>
Caretaking Service	<b>01389 738282</b>
Dog Warden	<b>0141 951 7957</b>
Home Content Insurance	<b>01389 737867</b>

**Anti Social Behaviour (inc. dog fouling)**  
All anti social behaviour incidents can be reported on **01389 772048** 8:30am - 2am Monday - Friday and 3pm - 2am Saturday - Sunday

**Fraud Investigation Team** **01389 738217**  
Covers tenancy, procurement, Council Tax, social care, employee and Blue Badge fraud

**Help with Homelessness**  
Homeless Emergency (24 hour freephone) **0800 197 1004**

**Homeless & Housing Options Hub**  
Clydebank **01389 776400**  
Dumbarton **01389 776400**  
Alexandria **01389 776400**  
Open 9am to 4.30pm, Monday to Friday

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

**Social Work**  
**Adults and older people**  
Clydebank **01389 811760**  
Dumbarton **01389 776499**  
Children & families (all areas) **0141 562 8800**

**Women's Aid**  
Dumbarton/Alexandria **01389 751036**  
Clydebank **0141 952 8118**  
Relationship Scotland **0141 248 5249**

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

**General Numbers for Advice and Assistance**  
MY BUS (bookable bus service for elderly and disabled) **0141 333 3252**  
Citizens Advice Bureau **0800 484 0136**  
**01389 744690**

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

Crimestoppers (freephone) **0800 555 111**

## MIDNIGHT LEAGUE FOOTBALL AT VOLA

Midnight league football is up and running at the Vale of Leven Academy pitches.

On Friday nights between 7pm and 9pm young people aged from S1 to 18 year olds can go along with both girls and boys wanted to form seven-a-side teams. All abilities welcome.

Individual players are welcomed and will be placed within teams.

Even if you are not interested in football, feel free to go along to enjoy time with friends in a safe space.

The venue is staffed by WD Leisure and there is a zero alcohol policy in place.

For more information, email [jo.meiklejohn@west-dunbarton.gov.uk](mailto:jo.meiklejohn@west-dunbarton.gov.uk)

## VOLUNTEER MENTORS NEEDED

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

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

If you are interested please get in touch with the charity on 0141 941 2208 or by email to [info@ysortit.com](mailto:info@ysortit.com)

### WAYS TO PAY YOUR RENT

**Through your bank...**  
This is our preferred method for you to pay your rent. It's easy for you to set up a Direct Debit or Standing Order, offering you peace of mind and convenience. You can access the forms online to set up these payments with your bank.

**At any PayPoint outlet...**  
There are 85 PayPoint outlets within West Dunbartonshire. Find out your nearest PayPoint by visiting: [www.paypoint.com/en-gb/consumers/store-locator](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.

## Quiz Winner

Congratulations to Cameron Ryan of Tullichewan who won the quiz from the spring edition of Housing News. Cameron said: "I always do the quiz and enjoy reading the Housing News so I was dead chuffed to win."

## Try our quiz!

For your chance to win a £25 shopping voucher, email your answers with your name, address and contact number by August 1st 2024 to: [housingnews@west-dunbarton.gov.uk](mailto:housingnews@west-dunbarton.gov.uk)  
Alternatively, you can phone or text your answers to **07983 542993**.

**WIN! £25 SHOPPING VOUCHER**

- What was the name of the architect involved in helping residents create the Antonine Wall Community map?  
a) Neil Thomson  
b) Tom Neilson  
c) Anthony Thom
- When was the Council's Buy Back Scheme first approved by the Housing Committee?  
a) 2003  
b) 2013  
c) 2023
- Where was Working4U's recent jobs fair held?  
a) Concord Centre, Dumbarton  
b) Vale of Leven Swimming Pool  
c) Clydebank Leisure Centre

**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.

HOUSINGnews

Don't miss the next edition of Housing News due out in Autumn 2024

TPAS Scotland

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