

# HOUSING

# news

THE QUARTERLY NEWSLETTER FOR TENANTS OF WEST DUNBARTONSHIRE

WD tenant hosts workshop at TPAS conference P2

Improved caretaking service launches next month P4

Pioneering cancer support service launches P6



## Tenants' voices heard loud and clear

More tenants than ever have had their say in our annual rent-setting consultation – Your rent – Your say.

A total of 845 tenants cast their vote on the 1.9% preferred option for rent – an increase in votes of 229% compared to last year.

Following feedback from previous years, this year's consultation started earlier, with a public meeting held in October which outlined plans and options.

Tenants then received information through the post on the three options to consider with details about how each option would effect rent charges. Tenants were asked to share their views by returning their vote in a pre-paid envelope or by voting online.

One of the options considered was reducing the annual Tenant Priority Budget of £800,000 as it was not being fully spent in recent years. Tenants were still keen to keep this budget as it allows tenants to agree what specific area of improvements it is spent on so the Budget was retained but one of the options reduced it to £400,000.

Diane Docherty, Convener of Housing and Communities, said: "I am delighted that more tenants than even took part in the rent setting process. The changes made to the consultation process have clearly made a big difference and I'm glad that so many more of our tenants were represented in such an important decision."

Tenant Georgia McCambley, who lives in Kilbowie Court and volunteers her time to the Joint Rent Group, said: "We are really happy with the way the tenant survey went this year and glad that more tenants are aware of the financial side of keeping Council houses in good repair, as well as keeping them at a level that we can afford to pay. It is a balancing act. I'm glad to be part of the Joint Rent Group to ensure that we, as tenants, are much more involved in the process and I can pass the information we receive on to the tenants and residents groups."

## SPRING 2020

400 new roof coverings

400 insulated render

250 new heating systems

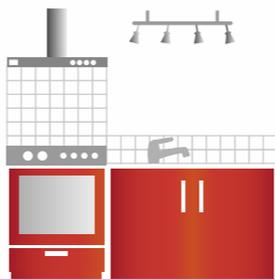
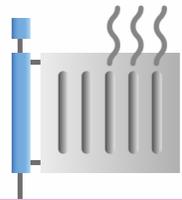
300 new doors & windows

600 new electric showers

80 kitchen renewals

3000 smoke/fire detector

350 new build houses



1.9% rent increase agreed

# HOUSING INVESTMENT PLAN WITH 1.9% RENT INCREASE AGREED

An ambitious programme of investment in new and existing homes is at the centre of £174 million spending plans approved by West Dunbartonshire Council earlier this month.

The 2020/25 Better Homes Housing Capital Programme will see £91.5m being invested in maintaining and improving all council homes across the area and continuing to build the best new homes in the country.

The investment is part of the plans that can be delivered to tenants, after they voted for a below inflation rent increase of 1.9%.

It is expected that more than 350 new homes will be delivered, and work will begin on a range of improvements to enhance existing Council properties.

This will include 250 new central heating systems; 400 new roof coverings; 300 window/door renewals; 80 kitchen renewals; 600 electric shower installations, 3,000 smoke/fire detector installations and 400 homes receiving external insulated rendering.

The Better Homes Housing Capital Investment Budget agreed for 2020/25 will also allow Housing Services to

“ We are committed to delivering the highest possible standards in our homes for our communities”

be fully compliant with the new Energy Efficiency Standards for Social Housing.

Councillor Diane Docherty, Housing and Communities Convener, said “We are committed to delivering the highest possible standards in our homes for our communities, giving people quality housing to live in and helping them save money and protect the environment by investing in energy efficient, well-insulated homes.

“Affordability is an important issue for many tenants so we want to keep any rent increase to a minimum but still deliver improving housing services and continue to build high quality new properties across West Dunbartonshire. I'm delighted our rent increase is the lowest option available and will keep our rents affordable.”

## Council agrees improvement plan based on tenant feedback

A detailed plan of action and improvements for the Housing team has been agreed by Councillors.

The plan includes actions like reviewing repairs categories and timescales, improving call handling and increasing awareness of regular maintenance that tenants should expect.

It was developed in conjunction with a tenant focus group, and is also based on detailed feedback received as part of a recent tenant satisfaction survey.

The report confirmed significant improvement in areas like tenant participation and communication, but also highlighted areas where satisfaction levels could be improved.



## New street named

A name has been chosen for a new street being created as part of a Council housing development in Clydebank.

The road, which will link John Knox Street and Whitecrook Street, will be called St Andrew's Way.

It was chosen following consultation with the Old Whitecrook Tenant and Residents Association and the Clydebank East Community Council.

The name makes reference to the site's heritage, as it used to be home to St Andrew's High School.

When complete, the development will offer 126 affordable and energy efficient homes for rent including one and two bedroom flats, three and four bedroom houses and specialist housing for tenants with additional needs.

The first homes on the site are expected to be completed in May this year, with the whole development scheduled to be finished in March 2021.

## St Andrew's Information Day

Are you interested in the new St Andrew's housing development?

Why not come along to an information day where you'll have the chance to hear from the design team and find out more about the project.

The drop in event is taking place at Clydebank Bowling Club on Thursday 26 March between 2pm and 6pm.

For further information please contact Dawn Conner at Housing Development on 01389 737697.



# TPAS GOOD PRACTICE AWARDS & CONFERENCE

**A** West Dunbartonshire tenant was invited to host a workshop at the annual Tenant Participation Advisory Service (TPAS) conference to share his experiences.

Billy Neeson spoke about the work he did in his community and getting involved alongside tenant participation officer Jane Mack at the event in December 2019, which attracted more than 300 people from all over Scotland.

Billy, a member of West Dunbartonshire Tenant and Residents Organisation, Westbridgend TRA and the Joint Rent Group, said: "I really enjoyed the conference and although I was nervous about doing the presentation, it went down really well and loads of people spoke to me afterwards to find out more about what we are doing in West Dunbartonshire."

"There are still improvements to be made in West Dunbartonshire but we do definitely involve tenants more than a lot of other landlords and that's reassuring and worth continuing to improve."

Other tenants Rita Howard, Harry McCormack, Georgia McCambley and Alex Storer - all members of local tenants and residents associations or sit on the Council's Scrutiny Panel -

**“ I really enjoyed the conference and although I was nervous about doing the presentation, it went down really well and loads of people spoke to me afterwards to find out more about what we are doing in West Dunbartonshire ”**

also attended the conference, and were able to enjoy various talks and presentations, network with tenants from other landlords, as well as share their own experiences.

The conference included the annual TPAS Good Practice awards dinner - where West Dunbartonshire Housing Services were awarded a Gold Accreditation.

The Joint Rent Group which includes tenant volunteers, Housing and Finance staff also came runners up in the Best Practice Award for Involving Tenants in Rent.



## Schoolgirl learns English and wins story competition

**A Syrian refugee who could not speak, read or write in English when she arrived in Clydebank has won an award for one of her short stories.**

Gulshin Ali was just five years old when she moved to Scotland with her parents and older siblings, and had no experience of education.

Just four years after starting school in West Dunbartonshire, her short story was selected as the winner in a recent Young Writers competition.

Her story *The Great Superhero*, which tells a story of a superhero who saves a city from a mysterious villain in just 100 words, was picked from 13,000 entries.

Gulshin's story will be published in a collection of short stories called *The Adventure Zone - Future Authors*.

The Clydemuir Primary pupil, who is now nine years old, told her mum after winning: "I'm so proud of myself."

Her mum Yousria added: "Gulshin came back home on that day and was so excited and over the moon. Her younger siblings were so happy for her and we all went jumping, dancing and laughing."

It was a great day and great honour for the whole family. This award helped Gulshin to build her confidence."

### The Great Superhero

One day, there were lots of people in the city. They were happy and lots of people were at the park because it was a nice and sunny day. The city was full, there were lots of people in it. Then suddenly someone came and ruined the fun, it was a mysterious villain. He came and destroyed the city then suddenly, someone looking friendly came with a cape and tried to save everyone. Everyone was screaming and worried as well. The hero saved the city people and the villain was away and everyone lived happily ever after.

Gulshin Ali (9)  
Clydemuir Primary School, Dalmeir



# WELL-LOVED FAMILY HOME PASSED TO TENANTS THROUGH BUY BACK

**A** house that stayed in the same family for seven decades has new tenants after it was returned to the Council through the Buy Back Scheme.

Eileen McGarvie's grandparents Hugh and Susan Doran moved into the Council home in Clydebank as its first tenants when it was built in the 1950s.

It was the heart of the family for the couple, their children, grandchildren and great-grandchildren, and this continued when Eileen's parents John and Susan moved in in 1972.

But last year, after both John and Susan had passed away, the family made the difficult decision to let the house go.

Eileen said: "The house had always been a hub for our family – everybody came about it all the time, we had family, extended family, friends, boyfriends, girlfriends. It was always full.

"We had so many lovely memories there, particularly with everyone round for Christmas dinner and days spent in the garden, which both my Gran and Grandad and my mum and dad were so proud of.

"It was such a big part of our family for so many years. My mum got married from that house, and my younger sister was born in it. It was such a happy place and everyone was always welcomed in, family or not."

Eileen got in touch with the Council after reading about the Buy Back Scheme.

She said: "When my mum passed away last year, and nobody in our family needed a home, we knew we had to sell it. It was a difficult decision but we wanted another family to enjoy it.

**"I'm so glad to hear there are new tenants in the home and I hope they are as happy as we all were in it over the years - it's a great family home"**

"I knew about the Buy Back Scheme and as the home was a former Council property I thought that might be a good way to ensure a family who needed the house would benefit.

"I know my dad would have been all for it. He didn't want to buy the house when he was given the opportunity from the Council but we all convinced him he should. He would have been delighted to see it go back into the hands of the Council.

"The process and sale was so easy for us as a family. I'm so glad to hear there are new tenants in the home and I hope they are as happy as we all were in it over the years - it's a great family home."

**For more information about the buy back scheme please email: [dawn.connor@west-dunbarton.gov.uk](mailto:dawn.connor@west-dunbarton.gov.uk) or phone 01389 737697**



**Councillor Docherty  
Convener of Housing  
& Communities**

## Your voice was heard in rent-setting

**Hello everybody, and thanks for picking up your Spring edition of Housing News.**

We've had quite a Winter haven't we? The rain, snow and wind all overstayed their welcome a wee bit, so I'm definitely looking forward to less weather warnings and a bit more sunshine this Spring.

I want to use this column to say a big thank you to you: our tenants.

A record number of you took part in our annual rent setting consultation, which is fantastic news. Tenants are at the heart of this process and the feedback we get from you throughout really does shape the overall decision.

I'm happy to say that, as favoured by you, there will be a below-inflation rent increase again this year.

While I understand that any rent increase may not be favourable, it is vital to allow the Council to keep the standard of our homes high. You'll find more details about what this increase will allow us to do in the article on page one, but it includes improvements in windows, roofs and showers. Thank you for taking the time to be part of the consultation.

**"I want to use this column to say a big thank you to you: our tenants"**

Earlier this year, I was invited along to the launch of an extremely important service which is now running in West Dunbartonshire, called Improving the Cancer Journey.

Since launching, the service has supported tenants and residents with cancer, giving them moral support and practical advice. Sadly most of us will have had some experience of cancer, whether that is ourselves, or through a relative or loved one.

Due to advances in treatment, and ongoing research, the survival rates are higher than ever before, meaning that many people in this area may be living with cancer as a long-term condition.

That is why this new service is so essential – because the care these cancer patients require has to be ongoing too. Make sure you tell anyone who might need ICJ's assistance.

Elsewhere, I'm pleased to see work beginning all over West Dunbartonshire on our new homes. Sites at Aitkenbar, Bellsmyre and Creveul Court in Alexandria have all now begun, so watch out for further updates in our Summer edition.

Thanks, Diane

## Falls in the home

Tenants are being encouraged to take action to avoid trips and falls within their homes.

Around one third of older people fall down at least once a year, and even if these falls don't cause physical harm, the mental effects and loss of confidence can linger. The simple steps below can reduce the likelihood of falls occurring:

### Look after your health

Your ears can affect your balance, problems with your feet can leave you unsteady and issues with your vision could lead to a fall. Looking after your bones by exercising and eating a well-balanced, calcium-rich diet is important too.

### Keep active

Regular activity can improve muscle strength, balance, stamina, flexibility and brain health, all reducing the risk of a fall.

### Look after your home

Your home can have a number of potential trip hazards including trailing cables, loose rugs, poor lighting or clutter. Ask for help to make changes to these things to reduce your chance of falling.

For more information, please visit:  
<http://www.healthscotland.com/documents/23464.aspx>

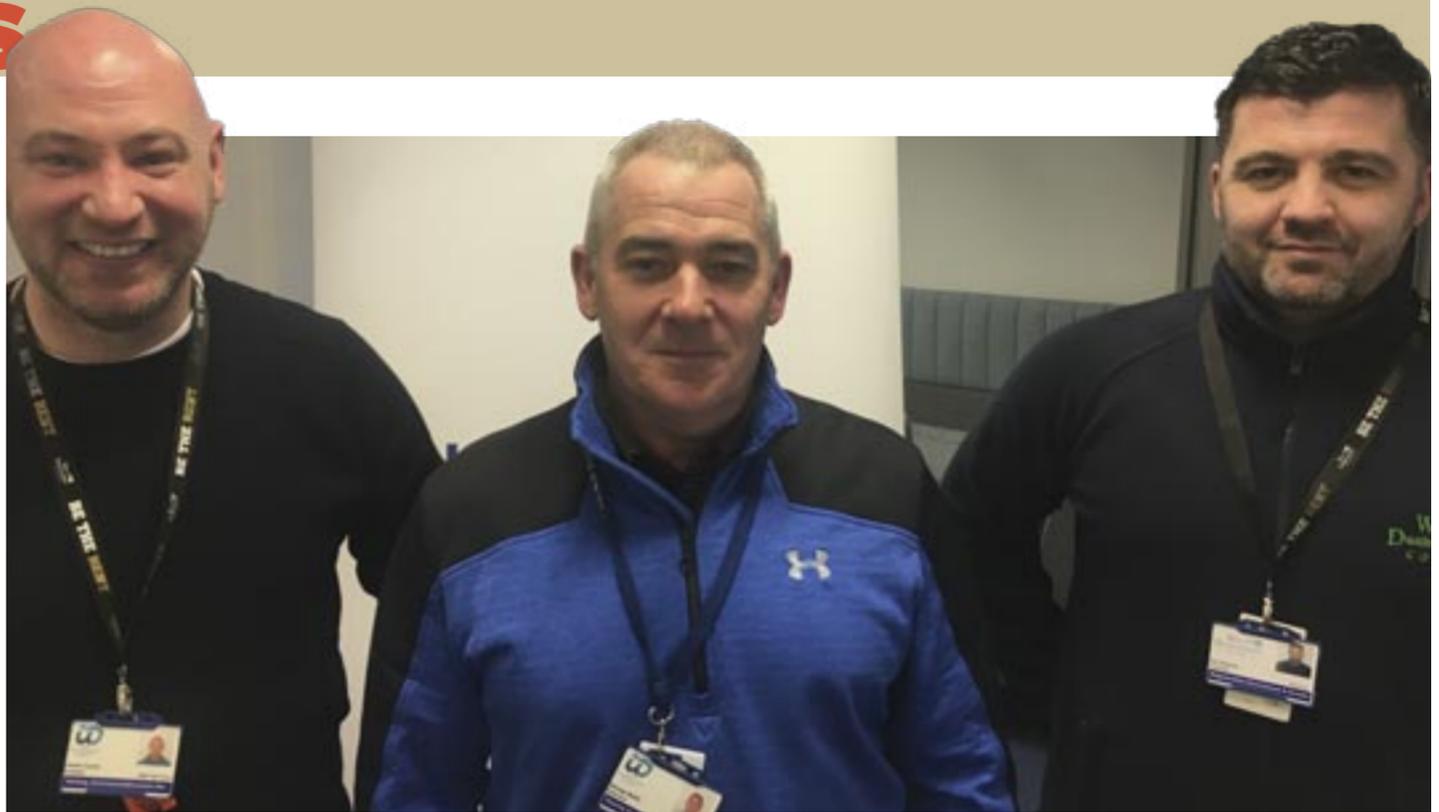
## We need you - rent collection policy

The Council is reviewing the Rent Collection Policy and have created a survey to gather tenants views on the proposed changes. The rent collection policy sets out how we collect rent and rent arrears. It also covers the support available when a tenant has difficulty paying their rent or their financial circumstances change. The main proposed changes are:

- Updating the policy in relation to Universal Credit (UC) as the Council went live with full UC roll-out in November 2018
- Amending Appendix 2 of the policy to reflect the change in the role of the Housing Officer.

You can complete the survey at:  
<https://www.surveymonkey.co.uk/r/2PL9LV5>

All answers and comments will help us ensure the policy meets the requirements of providing a fair and balanced approach to rent collection. You can also download the Draft Rent Collection Policy for information.



# ENHANCED CARETAKING AND ANTI-SOCIAL BEHAVIOUR SERVICE LAUNCHES NEXT MONTH

Tenants will benefit from a range of improvements to the caretaking and anti-social behaviour services provided by the Council from next month.

The changes include an expansion of operating hours of the anti-social behaviour team to include evenings and weekends; increased staff authorised to issue fixed penalty fines and the creation of a new Neighbourhood Service, meaning caretakers will be available for longer and able to provide a quicker response.

It follows a service restructure which was carried out after a series of engagement events to listen to feedback from tenants about what was required from the service.

The enhancements will mean anti-social behaviour services will be delivered to all tenants and residents in West Dunbartonshire.

The extended hours will also allow staff to attend and witness anti-social behaviour activity outwith office hours and weekends - which accounts for 80 per cent of reported anti-social behaviour.

These staff will act as professional witnesses and will attend court on behalf of tenants and residents when appropriate.

**“I am extremely pleased that our caretaking and anti-social behaviour services will be so far reaching following this restructure”**

The revised Neighbourhood Service will focus on priority communities and complement the ASB teams in deterring low-level anti-social behaviour and effectively reporting to colleagues and Police Scotland, whilst continuing to respond to customer enquiries up to midnight each and every night.

Councillor Diane Docherty, Convener of Housing and Communities, said: “I am extremely pleased that our caretaking and anti-social behaviour services will be so far reaching following this restructure.

“I am grateful to our tenants for taking the time to give us their opinion and I hope they feel safer and reassured that if they need assistance or support, a member of staff from our antisocial behaviour team or our new Neighbourhood services will be on hand to offer them it.”



## Vulnerable tenants given a helping hand

Tenants making the transition from temporary to settled accommodation will be given a helping hand with a starter pack full of cleaning and personal products.

each, are being supplied by the Council's janitorial supply contractor UNICO.

The company have committed to supplying the starter pack to homeless households within West Dunbartonshire as part of a social benefit clause in every Council contract. A total of 150 packs will be donated in the first year, with the packs being distributed from the Ashton View unit in Westcliff.

Councillor Diane Docherty said: “It's great that the social benefit clause in our contracts is helping some of our most vulnerable residents. This starter pack is full of things that many of us take for granted, but for people coming from homelessness, they are an additional expense. This pack will give them a better start in their new home.”

The set will include a number of useful household items including kitchen rolls, washing-up liquid, a dish cloth, antibacterial cleaner, black bin bags and a dish towel. Tenants will also get a dental kit, shaving kit, and shampoo.

The kits, with an approximate value of around £10



# EMPOWERMENT STRATEGY PREVIEWED AT COMMUNITY CONFERENCE



**T**enants and residents were given the opportunity to find out more about the Council's new Empowerment Strategy at a community conference last month.

The Community Alliance event at Clydebank Town Hall gave a preview of the new strategy, which was developed in partnership with residents following extensive consultation last year.

The introduction of the strategy will ensure communities in West Dunbartonshire are more resilient and better supported.

During the conference, tenants and residents heard details of the five-year action plan to give them a louder voice on decisions being made in their area, and an opportunity to take action to improve their neighbourhoods.

It is anticipated that the strategy will help to create a place where communities are empowered, with citizens, communities, the Council and other organisations working together to take decisions and make real improvements.

The partnership between communities, Council and Community Planning Partnership will also help and encourage all residents of all ages to shape and influence local services and plans for the future of their places, ensuring community ownership

**“We want our tenants and residents to feel empowered to work alongside us and really shape and influence what is going on around them”**

and pride.

The strategy will be officially launched later this month by Councillor Diane Docherty, Convener of Housing and Communities, and Councillor Caroline McAllister, Vice Convener of Housing and Communities and spokesperson for Empowerment.

Councillor Docherty said: “This strategy and action plan in its simplest terms is about making sure our tenants and residents have a big say in what is happening in their communities and neighbourhoods, and we are extremely grateful to those who took the time to be part of our focus groups and attended our events as we developed this last year.

“We want our tenants and residents to feel empowered to work alongside us and really shape and influence what is going on around them, as well as being more active in community life to ensure public services really reflect community needs.”

## Police Scotland Youth Volunteers (PSYV)

Police Scotland Youth Volunteers (PSYV) have been out and about in the Drumry area to help promote community-led improvements in the neighbourhood.

The group have been assisting the Council's Communities team, who work with local people to identify improvements to their area.

The young volunteers have been spreading the word to invite more tenants and residents to share their views on what changes they would like to see.

So far projects brought about by communities include improvements to Vanguard Street Play Park, the Bedford Avenue Community Garden and Friends of the Linear Park.

Communities were also heavily involved in the Drumry Community Orchard, which is being planted later this Spring, with help on the design from pupils from Linnvale and St Eunan's Primary Schools.



For more information on PSYV and their work in the community please contact Dale Lodgson on 01389 822025.



**Nesrine Labsi**  
Bilingual Housing Support Worker

**What three words best describe you?**  
Sociable, positive and caring.

**How long have you worked for the Council?**  
I have been working with the Council for 15 months.

**Where did you work before West Dunbartonshire?**  
I was a pharmacy technician and a freelance Arabic and French interpreter.

**What's your favourite part of your job?**  
My favourite part of the job is when my clients achieve their goals.

**What's the funniest moment you've had at work?**  
The funniest moment was when myself, my manager and my colleague all turned up with the same leopard print tops.

**If you could do any other job for a day what would it be?**  
The other job for a day definitely would be a tour guide in the Sahara.

**If you could create an invention to make your job easier what would it be?**  
My invention to make my job easier would be a clone of myself to split duties.

**How do you unwind after a hard day's work?**  
A strong coffee or going for a long walk.

**What's the best piece of advice you have ever been given?** Being myself, do and give the best of my support to my clients.

## Improvements in Central Radnor Park

Following the success of the new Radnor Street play area the project partners are progressing with other environmental improvements in Central Radnor Park.

These have been developed in response to community aspirations to make the area a great place to live.

A key element of the projects has been the drive and enthusiasm of the Central Radnor Park Tenant & Resident Association, who have ensured that local views were at the forefront of project planning and design.

Graham Street courtyard will be transformed with new seating, the addition of trees, plants and hedges, as well as new play equipment.

In Singer Street, there will be a new kick-about space, new play equipment, more trees and plants, a new seating wall as well as the area being made more accessible.

In Radnor Street, a new all-weather pitch will be introduced, alongside cycle stands, seating and lighting.

The projects are being funded by West Dunbartonshire Council with project management by West Dunbartonshire Environment Trust.

## Partnership working to stop youth homelessness

A National Lottery Community-funded project to reduce youth homelessness has started working in West Dunbartonshire.

Early Action System Change is working with West Dunbartonshire Council to ensure a joined up approach is implemented to meet the needs of 16 - 25 year olds who become homeless.

The team, part of charity Action for Children, can provide support to young people if family relationships break down, and will also work with secondary schools to identify young people who may be at risk of becoming homeless so difficult situations can be resolved quickly.

For more information on the Action For Children Early Action System Change team please email: [janet.back@actionforchildren.org.uk](mailto:janet.back@actionforchildren.org.uk)

## Are you an interested tenant?

If you have limited time or don't want to be involved in a group, you can be added to our Interested Tenant Register. Tenants on the Register are given the same information shared with our Tenants & Residents Associations (TRAs) and receive direct invites to get involved in consultations or other events.

To be added to the Register please contact Jane Mack on 01389 737281 or 07983 542993 or email: [jane.mack@west-dunbarton.gov.uk](mailto:jane.mack@west-dunbarton.gov.uk)



# PIONEERING CANCER SUPPORT SERVICE LAUNCHES

People in West Dunbartonshire who have recently been diagnosed with cancer are benefiting from a new partnership between the Council and Macmillan Cancer Support.

Macmillan Improving the Cancer Journey (ICJ), offers all newly-diagnosed adults the opportunity to meet with a dedicated support worker on a one-to-one basis. The patient is then assisted to access a wide range of support, from benefits advice and emotional support to help at home or with other practical needs.

Each cancer patient in the area is contacted by ICJ within six weeks of receiving their diagnosis and following a discussion about their needs and concerns, a care plan to support them and their family is designed.

Service user Lorraine Andrew said: "I really struggled to come to terms with my cancer diagnosis and had worries about



how I would cope with family, work and housing. When I contacted ICJ they really helped.

"When I was diagnosed I was living in a first floor flat and I was getting a lot of leg pain, so I struggled to walk up and down stairs. Thanks to ICJ, I was moved into a ground floor flat, and received help with benefits. The

ICJ officers also helped me apply for a disability badge for my car. But by far the biggest advantage of the support given by ICJ was the fact that I didn't have to tell my story to multiple people. I told it once, and the ICJ officers passed it on.

**"I cannot express how much the support from ICJ helped me mentally, physically and financially"**

I cannot express how much the support from ICJ helped me mentally, physically and financially. It has given me a better quality of life."

To arrange an appointment please call the Macmillan Support Line on

**0800 980 9070**

or email:

[improving.cancerjourney@west-dunbarton.gov.uk](mailto:improving.cancerjourney@west-dunbarton.gov.uk)

## Tenant's voice with Frances McGonagle



### Stronger together

It was really heartening to see such a big increase in the total number of tenants taking time to vote in the rent setting consultation. We advocate for a strong tenants voice and for tenants to be listened to and so it makes a difference when there's such a good response. Most tenants are concerned about rising costs so

it was no surprise that the majority voted for the lowest increase.

Through our involvement in the Joint Rent Group we will continue to make sure affordability is a key issue and ensure that we get good value service for the rent we pay.

There have thankfully been improvements in getting through to Repairs and the WDTRO will continue to monitor to ensure this continues, as tenants need to be able to report

repairs quickly and easily. Overall satisfaction with Housing Services is down, and that is a worry and something their action plan needs to address. Satisfaction with communication and opportunities to participate in decision-making have continued to increase, and this is the side of Housing Services we see a lot of and by involving tenants, improvements will happen more effectively.

Tenant involvement doesn't just need to be through consultations and there are 10 Tenant & Resident Associations throughout West Dunbartonshire doing some great work in their local area and they're always looking for new members. Getting involved can be great for your area but can also be a great way to meet new people, make you think and be rewarding. So please get involved - we really are stronger together.

To join the group or to raise an issue, email: [harrymccormack.wdtro@gmail.com](mailto:harrymccormack.wdtro@gmail.com) or go to [www.wdtro.org.uk](http://www.wdtro.org.uk) for more information

1 LOMOND	2 LEVEN	3 DUMBARTON	4 KILPATRICK	5 CLYDEBANK CENTRAL	6 CLYDEBANK WATERFRONT
<b>ELECTED MEMBERS 2017 - 2022</b>	<b>JAMES BOLLAN</b> 4 ENDRICK WAY ALEXANDRIA G83 0UR T: 01389 737506 M: 07803 668766 <b>CON</b>	<b>KAREN CONAGHAN</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR T: 01389 737237 M: 07766 511565 <b>SNP</b>	<b>JIM FINN</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA T: 01389 738520 M: 07961 713007 <b>SNP</b>	<b>DENIS AGNEW</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA T: 0141 952 8954 <b>IND</b>	<b>GAIL CASEY</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA T: 01389 738587 M: 07909 891242 <b>LAB</b>
<b>JONATHAN McCOLL</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR T: 01389 737511 M: 07769 367035 <b>SNP</b>	<b>IAN DICKSON</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR T: 01389 737712 M: 07766 511410 <b>SNP</b>	<b>DAVID McBRIDE</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR T: 01389 737367 M: 07961 711664 <b>LAB</b>	<b>DOUGLAS McALLISTER</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA T: 01389 738745 <b>LAB</b>	<b>JIM BROWN</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA T: 01389 738559 M: 07961 713010 <b>SNP</b>	<b>WILLIAM HENDRIE</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA T: 01389 738650 M: 07943 813111 <b>SNP</b>
<b>SALLY PAGE</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR T: 01389 737749 M: 07766 901124 <b>CON</b>	<b>CAROLINE McALLISTER</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR T: 01389 737172 M: 07766 512236 <b>SNP</b>	<b>IAIN McLAREN</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR T: 01389 737505 M: 07766 902747 <b>SNP</b>	<b>LAWRENCE O'NEILL</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA T: 01389 738704 M: 07909 890842 <b>LAB</b>	<b>DIANE DOCHERTY</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA M: 07741 296890 <b>SNP</b>	<b>DANIEL LENNIE</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA T: 01389 738599 M: 07741 296922 <b>LAB</b>
<b>MARTIN ROONEY</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR T: 01389 737579 M: 07909 890846 <b>LAB</b>	<b>JOHN MILLAR</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR T: 01389 737882 M: 07961 713003 <b>LAB</b>	<b>BRIAN WALKER</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR T: 01389 737585 M: 07766 991640 <b>CON</b>	<b>JOHN MOONEY</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA T: 01389 738538 M: 07538 842583 <b>LAB</b>	<b>MARIE McNAIR</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA T: 01389 738743 M: 07909 891237 <b>SNP</b>	



# REUSING AND RECYCLING FOR SPRING

Tenants are being encouraged to do their bit for the environment by recycling more this Spring.

Disposing of unwanted items responsibly doesn't need to be difficult. Our guide below gives top tips for recycling your household waste and shows how dumping your waste can affect our planet, and also your pocket.

## Food waste

Cutting down on the food wasted in your household could save you approximately £437 per year as well as reducing the equivalent emissions as taking 1 in every 4 cars off the road. To help tenants recycle their food waste in the brown wheelie bins, Waste Services supply households with a kitchen caddy and free compostable liners. Once the caddy is full, simply place the full bag into your brown bin ready for collection.

## Furniture

A lot of unwanted household items are nowhere near the end of their life. Instead of sending them to landfill why not consider reuse charities, like Home from Home, who refurbish items and pass on to the community to be used again. Some charity shops also accept larger items. You could even consider selling your items on and making some extra money.

## Everything else

Every type of property in West Dunbartonshire now has containers to help tenants recycle their household waste – including cardboard, tins and plastic. Disposing of your waste in the correct bin really will make a difference.

### What goes in my bins?

<b>BLUE BINS or BAGS</b>	<b>BROWN BINS</b>	<b>BLACK or GREEN BINS</b>
		
<b>paper, cardboard products, plastic bottles, tubs, trays, tins, cans, food and drink cartons</b>	<b>food waste, garden waste</b>	<b>everything else</b>

If you don't have all the recycling containers you need, call the Council's contact centre on **01389 737000** or email: [wasteaware@west-dunbarton.gov.uk](mailto:wasteaware@west-dunbarton.gov.uk) or visit [www.west-dunbarton.gov.uk/rubbish-and-recycling/](http://www.west-dunbarton.gov.uk/rubbish-and-recycling/)

## Get involved!

There are many ways to get involved as a West Dunbartonshire tenant. Take part in consultations, join our interested tenant list, join the scrutiny panel or joint rent group or go along to your local TRA meeting.

### Clydebank

**Old Whitecrook TRA**  
oldwhitecrooktra2017@gmail.com  
Meet every second Monday of the month, 7pm in Clydebank East Bowling Club, John Knox Street

**Central Radnor Park TRA**  
centralradnorparktra@gmail.com  
Dates tbc but meetings take place at 3.30pm on a Wednesday at Street Bikes, Crown Avenue. Please send the group an email for more information.

**N & S Drumry TRA**  
nands.drumry.tra@gmail.com  
Meet every third Monday of the month, 6pm at The Base, 31 Queen Mary Avenue

**Littleholm TRA**  
littleholmtra@hotmail.com  
Meet every 3rd Wednesday of month at 7pm

**Dalmuir Multi-storey flats TRA**  
Community café in ground floor of Overtoun Court

### Dumbarton

**Risk Street TRA**  
Meet third Tuesday of the month St Augustine's Church hall at 7pm

**Westbridgend TRA**  
wbtralomondcourt@talktalk.net  
Meet 1st Tuesday of the month at 7pm Community Flat, Lomond Court Flat also open every Tuesday 10 - 12pm



### Alexandria

**Central Alexandria TRA**  
catrawd@yahoo.co.uk  
Community Office, 5 Alexander Street No fixed dates but please email the group for more information

**Tullichewan TRA**  
Harrymccormack.tullichewantra@yahoo.co.uk  
Community flat, 2/1 McGregor Walk. Call 01389 605364. Community Police drop-in Wed 24th March at 2/1 McGregor Walk

## Best ways to keep up-to-date

**1** Get added to our **Interested Tenant Register** and receive invites to all consultations and public events.

Contact **Jane Mack** at **Tenant Participation** on **01389 737281, 07983 542993** or email [jane.mack@west-dunbarton.gov.uk](mailto:jane.mack@west-dunbarton.gov.uk)

**2** Check out [www.west-dunbarton.gov.uk/housing/council-housing/tenant-participation/](http://www.west-dunbarton.gov.uk/housing/council-housing/tenant-participation/) to get involved and get updates on meetings.

**3** Follow and like our Facebook page <https://www.facebook.com/WestDunbartonshireCouncil-TenantParticipation/>

**4** Read **Housing News**, out every three months. A total of 92% of tenants in a recent survey said it was how they kept themselves up-to-date.

**5** Join a **Tenants & Residents Association** if there is one in your area.

## USEFUL PHONE NUMBERS

West Dunbartonshire Council Contact Centre can be reached on **01389 738282** and is open Monday to Thursday, 9am to 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**

If you prefer to report a repair in person please visit the Clydebank Town Centre Office at Sylvannia Way south, Clydebank or the Homeless & Housing Options Hub, Mitchell Way Alexandria. Opening hours are 8.45am to 4.30pm.

## Gas heating repairs

(City Technical) **0844 579 6493**

## 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 73 82 82</b>
Dog Warden	<b>0141 951 7957</b>
Home content insurance	<b>01389 737867</b>

## Anti Social Behaviour (inc. dog fouling)

All antisocial behaviour incidents can be reported on **01389 772048** 8.45am to 4.15pm or **101** if outwith these hours

## Fraud Investigation 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 &amp; Housing Options Hub

Clydebank	<b>01389 738625</b>
Dumbarton	<b>01389 776409</b>
Alexandria	<b>01389 776400</b>
Open 8.45am to 4.30pm, Monday to Friday	

## Home from Home (furniture re-use centre)

**01389 733733**

## Social Work

## Adults and older people

Dumbarton	<b>01389 776499</b>
Clydebank	<b>01389 811760</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 & money advice, employability & learning **01389 738282**

## General Numbers for Advice and Assistance

MY BUS (bookable bus service for elderly and disabled) **0141 333 3252**

Energy advice - LEAP **01389 744693** or email [linsey@wdcab.co.uk](mailto:linsey@wdcab.co.uk)

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

Crimestoppers (freephone) **0800 555 111**

## Equalities within the Vale



## A new LGBTQ+ group aimed at reducing social isolation, vulnerability and loneliness is looking for members.

The Vale Pride group, based in Alexandria, promote safety and inclusion for members of the LGBTQ+ community.

Organisers have been working closely with a project worker from the Council's Communities team to identify areas where the group can be developed further.

They plan to develop knowledge and skills so they can provide a support service to the community.

The group are currently based in Sandra's Café in the town.

If you want to join or support the group or would just like more information, please contact the group through their [Facebook.com/valepride2019](https://www.facebook.com/valepride2019)

## New appointment system

## A new appointment scheduling system for repairs has been put in place in West Dunbartonshire.

When tenants request a repair through the system, they will now be offered an appointment immediately.

The software, which is part of the new Integrated Housing Management System, will provide tenants with confirmation of the appointment day and time for when the work will be carried out.

They will also receive text messages reminding you of the appointment and another message when the operative is on their way.

Tenants are reminded they must provide contact details, particularly a mobile number and email address, when reporting repairs.

## New play zones in area's vacant sites

## Four new play areas will be installed on vacant sites around West Dunbartonshire.

The gap sites will be transformed into children's play parks following an investment of £350,000, some of which has been granted through Your Community funding.

They include new play areas at Alexander Street in Alexandria, Moss O Balloch and Balloch Park slipway. Money is also being invested to create an additional needs play area within Levensgrove Park, which will be managed by West Dunbartonshire's Health and Social Care Partnership.

## 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 outlet 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, send your completed entries with your name, address and contact number by 30th April 2020 to: **Tenant Participation, Housing Development, Church Street, Dumbarton, G82 1QL.** Or, email: [housingnews@west-dunbarton.gov.uk](mailto:housingnews@west-dunbarton.gov.uk)

WIN!  
£25  
SHOPPING  
VOUCHER

1. How many people responded to the annual rent setting survey this year?

A 80 B 0 C 845

2. What is the name agreed for a road through a new housing development in Clydebank?

A St Mungos Pass B St Andrew's Way  
C St Patrick's Crescent

3. What items can be placed in your brown bin for recycling?

A Garden and food waste B Plastic and paper  
C Glass and paper

HOUSING  
news

Don't miss the next edition of Housing News due out in summer!

TPAS  
Scotland  
GOLD ACCREDITED  
FOR EXCELLENCE IN  
TENANT PARTICIPATION