

HOUSING

news

THE QUARTERLY NEWSLETTER FOR TENANTS OF WEST DUNBARTONSHIRE

Progress on new homes

P2

1000th install of sensors

P3

Vital information for tenants

P5



❄️ WINTER 2024 ❄️

Have your say on rent setting for 25/26

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

Delivering investment in Council homes while keeping rent affordable has always been a critical issue for tenants and this has again been clear from the discussions the Council has had about this year's consultation. This, therefore, continues to be the main focus.

Borrowing rates have continued to increase significantly and to help keep costs and the rent increase required as low as possible, the Council have identified a number of savings. This includes efficiencies within the Council's void processes to reduce relet times and in turn reduce rent loss and Council Tax charges.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal, said: "We appreciate that all tenants are face challenging financial circumstances which is why we plan to deliver our agreed enhanced housing investment programme, ensuring our homes are high quality and energy efficient."

There are no options that increase capital spending for this year.

The two options which are being consulted on are an 8% rent increase and a 9% rent increase. The latter option will include the introduction of a Tenant Assistance Fund of £500k to directly assist tenants in maintaining their rent account.

Full information on the rent consultation is available at <https://arcg.is/1Lj8zm0> or via the QR code.

OPTION 1



increase

(average weekly rent increase of £7.60)

- Maintaining all current services that tenants receive
- Delivering our Capital programme of housing investment including the enhanced programme developed with tenants which included the expansion of our CCTV infrastructure
- Continuing our New Build housing programme
- A Tenant Priority Budget of £200k for tenant led improvements

OPTION 2



increase

(average weekly rent increase of £8.55)

- Maintaining all current services that tenants receive
- Delivering our Capital programme of housing investment including the enhanced programme developed with tenants
- Continuing our New Build housing programme
- A Tenant Priority Budget of £200k for tenant led improvements
- A new Tenant Assistance Fund of £500k to support tenants in most need to help with their housing costs, provide direct assistance to avoid rent arrears and sustain their tenancies

Have your say on rent increases

To find out more about the rent consultation and share your views, please visit <https://arcg.is/jXz890> or scan the QR code below.



Consultation used to create new Tenant Participation Strategy

More digital opportunities to participate in housing matters will be developed as part of a new tenant participation strategy.

The strategy has been named Involving You to Improve Housing Services to stress that tenant participation is about improving housing services and that aim is emphasised throughout the strategy.

The strategy and its associated action plan were shaped by the views and comments received as part of the recent Tenant Participation consultation.

More than 400 tenants took part in the consultation, which identified that communication, local engagement and improving service delivery were key tenant priorities.

As well as developing more digital options, the strategy focuses on support for existing tenants groups and increased engagement with under-represented groups.

Tenants also said they wanted more face-to-face contact with housing staff and a greater commitment from officers so these have been incorporated in the action plan.

Many respondents weren't aware of the range of options available to tenants to get involved so there will be focus on greater promotion of these in the future.

The action plan is key to making sure the strategy is implemented effectively and regular updates will be given to the WDTR as well as reported in Housing News. An annual progress report will also be made to the Housing and Communities Committee.

Frances McGonagle, chairperson of the WDTR said: "One of the key things for us is that tenants need to be able to make a difference and be listened to. We welcome this strategy as it sets out how we can continue to develop tenant participation and improve the housing services we receive. I'm grateful to all the tenants who do get involved as together we do make a difference."

Convener of Housing and Communities, Councillor Gurpreet Singh Johal, added: "I want to thank all tenants who took part in the consultation for this new strategy. The Council places great emphasis on the views of tenants and I am delighted that the strategy involves looking at more ways in which people can share their opinions and feedback."

High quality amenity housing for elderly residents starts to take shape on site of former council care home

Work on a 19-unit development of specialist Council homes for elderly residents in Old Kilpatrick is progressing.

Construction began on the site at Mount Pleasant earlier this year with some of the properties already taking shape.

The plot comprises a mix of homes including cottage and flatted properties as well as terraced bungalows all of which are low carbon thanks to the use of zero-emissions heating systems.

The new development is on the site of the former Council care home, just off Dumbarton Road, which was demolished in December 2022.

It is just one of the sites currently under construction as

the Council progresses with developing new homes while subject to unprecedented demand for housing.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal, said: "I am delighted that this development is being built specifically with the older members of our community in mind.

"This will be a welcome and vibrant area, in close proximity to good transport links, which will help people stay active in the community.

"It's incredible to see the progress of this important development already and I am looking forward to hearing about the positive experiences that the new residents will have once they move in."



Plans for new homes at old Clydebank Health Centre

The demolition of the old Clydebank Health Centre at the corner of Kilbowie Road and West Thomson Street has begun.

A design team, led by Collective Architecture has been procured to design new affordable social housing for the Council on the site.

This includes a new and improved sheltered housing provision as well as much needed family properties.

A consultation about a new sheltered housing provision was undertaken with residents and staff at Young Street in September.

The design team will be reaching out to the community for more feedback as the design process progresses.

For more information contact:
morehomes@west-dunbarton.gov.uk



First tenants move into new Clydebank East development

The first tenants have moved into a new housing development which also marks the 500th new build in the Council's current More Homes programme.

The site at Clydebank East will see 88 new homes delivered which have been designed to the Housing for Various Needs Standard to meet the housing need within the wider West Dunbartonshire area.

The properties include nine fully wheelchair accessible properties and four and five bedroom homes with ground floor double bedrooms.

Works commenced in January 2023 with the first 12 units handed over in October.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal said: "This development sees the overhaul of a key priority regeneration area into much-needed homes.

"The fact that this will be the first fully zero carbon housing development in West Dunbartonshire marks a significant milestone in the Council's transition to net zero new homes.

"I hope the tenants find great joy in their new homes."

Support available through Food For Thought

Food For Thought are continuing to provide support to anyone affected by poverty and food insecurity.

The organisation provides a range of free supports including emergency food aid to anyone in need (no referral required), referral and signposting to other local organisations for additional services, a school uniform bank, a Christmas toybank and support with toiletries, sanitary wear and baby products, as well as pet food depending on what has been donated.

Any tenant who requires support can contact the service on 01389 743908 on Mondays from 10am until 3pm, Tuesdays between 10am and 4pm, Wednesdays from 10am until 2pm, Thursdays between 10am and 4pm and Fridays from 10am until 3pm.

Food For Thought also hold a foodbank at St Stephen's Church, 12 Park Road, Dalmuir, G81 3LD each Monday from 11am until 12noon. Alexandria foodbank takes place on Tuesdays between 11am and 12noon at the CATRA office, 5 Alexander Street, G83 0PG.

A weekly community soup project takes place St Augustine's Church Hall in Dumbarton every Wednesday from 11.30am until 2pm.

Festive Waste and Recycling Collection days

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

Usual Uplift Date	New Uplift Date
Wednesday 25th December 2024	Saturday 28th December 2024
Thursday 26th December 2024	Sunday 29th December 2024
Wednesday 1st January 2025	Saturday 4th January 2025
Thursday 2nd January 2025	Sunday 5th January 2025

Normal waste & recycling collection service will resume on Monday 6th January 2025



Council reaches 1000th install of environmental sensors as project is nominated for national award

A project to proactively tackle damp and mould in Council properties has been shortlisted for a prestigious award.

The nomination in the excellence in health and wellbeing category at the Chartered Institute of Housing Scottish Housing Awards came as West Dunbartonshire Council marks the 1000th install of environmental sensors in its properties.

The rollout began at the start of the year with the Council's Housing service recently meeting the milestone figure.

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

It means work can be undertaken at the earliest possible stage and allows the Council to proactively plan for energy efficiency improvements while tackling issues including damp, mould and fuel poverty across the area.

Sensors can be fitted into homes with minimal disruption to tenants, and operate from a sim card so do not rely upon tenants' internet connection.

The sensors also allow tenants to track the data about their own home through an app, with additional support and guidance from the Council.

As reported in the last edition of Housing News, the devices have already been showing their value as, due to the information provided from one tenant's environmental sensor, a costly repair was avoided.

The property was flagged to the Council because high levels of humidity were being continually recorded but, besides a little condensation on windows, there was no sign of mould or damp inside the home.

The building services officer was asked to attend and identified a broken down-pipe making the external wall wet, driving up humidity in the home. It would have eventually presented as damp and mould.

Due to the early intervention, it was caught before any major and expensive damage to the property and the air quality improved.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal, said: "This is a landmark moment for the Council. Having fitted 1000 environmental sensors within our homes and to be nominated for a

Scottish Housing Award at the same time for this innovative project is fantastic news.

"These devices are a vital part of ensuring our housing stock remains at a high standard for tenants and avoids costly repairs further down the line.

"It also empowers tenants to take responsibility for air quality in their homes, giving them real-time information to act upon and we are reinforcing this messaging through regular correspondence with our tenants, stressing the difference the likes of opening windows can make to the air quality in homes."

Anyone who has a sensor fitted and wants to find out more about the information gathered, including being signed up to the app so they can access data connected to their own home, can contact our team on enviro-sensors@west-dunbarton.gov.uk or speak to their Housing Officer.

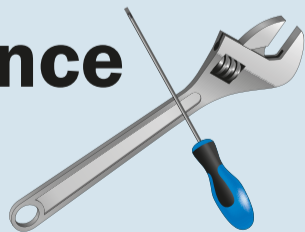
The Council was also nominated at the Scottish Housing Awards in the partnership working category for its Connected Response Heat Sage smart heating controls for storage heating.



Top tips to prevent dampness building up in the home

- Open windows and use fans in the bathroom after showering
- Ventilate the kitchen whilst cooking
- Open windows in bedrooms – even 15-20 mins each morning makes a huge difference
- Keep heating on low and maintain an ambient temperature boosting only when required
- Keep trickle vents on windows open to improve air movement and quality

Maintenance spotlight



The Council has recently welcomed four additional Building Services Officers to improve the service provided to tenants.

The main focus for the officers will be to follow up on the installations of environmental sensors in order to monitor data, identify issues and initiate any required remedial action.

The new team members are currently being trained and will be looking to improve air quality across Council homes, offering help, support and advice to tenants.

A recent example of employees' commitment to tenants is on-call plumber Kevin Gallacher who ensured tenants at Clyde Court in Dumbarton had emergency water supplies whilst work was being done to restore water supplies. Kevin has been part of the maintenance team for some time and went the extra mile helping tenants as well as attending other plumbing emergencies.



Conveners' Column

Progress amid the challenges

This year has been a challenging one for the Council's housing department due to unprecedented demands on top of cuts from the Scottish Government to the budgets we have in order to continue building new homes.

Staff however are working incredibly hard to ensure our tenants continue to receive the support they require.

I have been spending time lobbying for more funding from the Scottish Government and clearly setting out the challenges which we face amid these financial pressures.

The Council is also actively reviewing its own budgets and current funding models to ensure it can deliver an ambitious housing plan. As you can see from this edition, work is progressing on much-needed homes, including properties tailor made for older members of the community. I was delighted to be able to see progress at the Mount Pleasant development in Old Kilpatrick recently.

The hard work our housing staff are doing is no more evident than with the rollout of environmental sensors across our homes.

Starting earlier this year, 1000 of these devices have now been fitted within Council properties providing us, as landlord, with vital information about air quality within the home.

But perhaps more importantly, they empower tenants to be able to track what is happening within their own properties.

This means that tenants can take action and ensure that a spike in moisture levels is treated at the earliest opportunity, preventing the need for a costly repair to be carried out which, in extreme circumstances, could see tenants having to be decanted from their home.

It is a win-win for both the Council and tenants and I am delighted that this project has received national recognition by the Chartered Institute of Scotland.

As we move further into winter it is even more important to keep air circulating in the home. Opening windows helps reduce humidity, making it easier to heat a property so it is important to do this even on colder days.

For those celebrating Christmas, I hope you enjoy the celebrations of the season coming up and for those loved ones we have lost over the year, my thoughts are with the family.

Thanks for reading Housing News and I look forward to catching up with you in 2025.

Housing services highlighted in Annual Performance Report

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

The annual report outlines the performance of Housing Services during 2023-2024 and highlights progress made in re-letting empty homes, the number of new tenants remaining in their homes for over a year and resolving cases of Anti-Social Behaviour.

Other key achievements include a reduction in offers of housing being refused, a decrease in the overall number of empty homes and a substantial improvement in the time taken to carry out medical adaptations enabling tenants to live independently in their homes.

The report also addresses key areas for focus including actions to address the Housing Emergency, and an improvement plan to ensure continued improved services for tenants.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: "The last year has been a challenging period and the service faces unprecedented pressures on its ability to meet housing need.

"Following a reduction of Scottish Government funding for the Council's new build programme for 2024/25, a housing emergency in West Dunbartonshire was declared in May.

"A range of measures to tackle the emergency have been outlined in a comprehensive action plan, including reviewing budgets and funding models to enable more homes to be built, increasing the Buy Back scheme and continuing to lobby the Scottish Government to increase funding for the Affordable Housing Supply Programme.

"Tackling homelessness will remain a key priority with a clear focus on prevention and reducing the

length of time households spend living in temporary accommodation.

"In addition a comprehensive assessment of 2023/24 performance across the whole of the housing service has informed our Charter Improvement Plan which is being implemented with the objective of continuing to improve services for tenants and residents."

A summary of the report has been produced and has been included as an insert of this edition of the Housing News with the full report found on the Council's website.

www.west-dunbarton.gov.uk/council/our-performance/service-performance/housing-services-performance-information/charter-performance-report/

Work underway on a new housing solutions strategy

Work is progressing well on the Council's new homeless strategy which will cover the period between 2025 and 2028.

This follows on from the current strategy 'Home at the Heart', looking at how the Council can work to improve the outcomes for people who register as homeless.

As part of forming the new strategy, a consultation with households experiencing homelessness, staff and other stakeholders including Health and Social Care colleagues and those working within the Criminal Justice section has taken place.

This included holding focus groups, community meetings and staff collaboration along with online surveys.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal, said: "A big thank you to everyone who took time to give their views. It is vitally important that the Council focuses on how we can improve our homelessness services, and the outcomes for people who find themselves in this situation. I am delighted that a wide range of people have already engaged with this which will allow the team to build a strategy that will serve the Council and its residents well over the coming years."

Some of the feedback already received has included one participant saying: "I was treated with respect and the process was smooth."

More than two thirds of those who answered the survey said they needed temporary accommodation and, of those, 88% were happy with the accommodation they were provided with.

Meanwhile, around 70% of staff and stakeholders think there aren't enough housing options because of issues around affordability and lack of private rented housing.

A draft of the strategy will be finalised and further consultation will be held during December and January.

An update will be provided in the Spring edition of Housing News.

Keep safe from fire by keeping communal areas clear

Residents are being urged to take steps to ensure they are protecting themselves and others from the dangers of fire.

During recent joint walkabouts with housing staff and representatives from the Scottish Fire and Rescue Service, a number of dangerous occurrences where residents had left combustible items on drying landings and communal landings were identified.

Landings have fire and smoke sealed doors to

prevent fire and smoke spreading throughout the building but to reduce the fire risk even further it is important that these areas are clear of hazards and obstacles.

Tenants are asked not to use drying landings to store household items but to accommodate these in their home or within an allocated cellar store.

If you would like bulk items removed from your drying landing and you live in a multi-storey flat, please contact your Housing Officer for assistance.



Get help to stop smoking for good

Local support is available to assist residents who want to stop smoking.

Giving up the habit lowers the chances of developing conditions such as cancer, stroke and heart disease - as well as saving money.

The West Dunbartonshire Quit Your Way service provides free and informal support from trained, friendly advisors with access to free nicotine replacement therapy.

Support to quit is available on 0800 916 8858 for those thinking about stopping smoking.

Those interested can ask at their local pharmacy for support or attend groups running across West Dunbartonshire. The Clydebank group runs within Clydebank Health and Care Centre, Queens Quay on a Monday between 9am and 12.30pm.

The Alexandria group takes place in Vale Centre for Health and Care, Main Street, Alexandria on a Wednesday from 11am until 3pm and the Dumbarton group operates from Dumbarton Health Centre, Station Road, Dumbarton on a Thursday from 9am until 12pm.

Time to check your meter cupboard as analogue signal is due to switch off

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

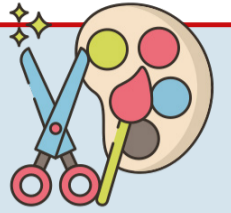
Upgraded digital controls will not be affected by the switch off in 2025 and also work well with smart meters

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.



Children's craft group



A free craft group run by Tullichewan Tenants and Residents Association has been a hit with local children.

The sessions, which have been taking place since July, are open to families who live in the Tullichewan area. The group meets between 1pm and 3pm every Saturday at the Tullichewan community flat, 2/1 McGregor Walk.

Tullichewan TRA committee member Jean Mackay, who founded the group, said: "It's nice to provide something for the local community, especially for the kids."

The group is funded by Jean, who donates monies from her own craft and card making activities, with support from fellow committee member Jan Taylor.

Tullichewan TRA chairperson Harry McCormack said: "Jean and Jan have worked tirelessly for the committee and we thank them for of all their hard work. It's good for the community flat to be used for something other than meetings."



Sharing recipes

This recipe has been provided by DACA from their Come Dine with DACA book produced for their 40th anniversary and comes highly recommended.

DACA provides community support on alcohol education, counselling and a range of health and

wellness services. They have offices in Dumbarton and Clydebank and can be contacted on 01389 731456.

If you have a recipe that you would like to share please email housingnews@west-dunbarton.gov.uk or text or call Jane on 07983542993.

Tomato Soup Recipe (serves 4)

600ml chicken or vegetable stock	2 tablespoons butter	450g tomatoes
1 onion roughly chopped	1 tablespoon tomato puree	Garlic (optional)
Fresh or dried basil (optional)	1 tablespoon plain flour	Salt and pepper to taste

Method

Melt butter gently in saucepan. Add onion and fry gently until softened (add garlic too at this point if using). Add a spoonful of flour, stir and fry on a low heat, stirring until it's a sandy texture but don't burn. Add the stock a little at a time, whisking to keep smooth, until all stock added. Then add tomatoes and tomato puree.

Cover and simmer on lowest heat for 30 to 60

minutes until tomatoes are very soft and colour is nice and even. Be sure to stir occasionally to prevent sticking.

Sieve the soup and by pushing with the back of a wooden spoon, stirring and scraping to get all the juices through, then discard the pips, onion and peel. Return to the heat for a minute or so and add basil (if using), salt and pepper to taste.

Tenant's voice with Frances McGonagle

wdtro
West Dunbartonshire Tenants
& Residents Organisation



Tenants together have a stronger voice

It's great to see groups like Tullichewan TRA providing crafts for kids and making good use of their community flat.

Organisations like Food For Thought and Community Foodshare also provide great community support and particularly with winter and money tight I hope everyone who needs support can get it.

We appreciate that not everyone has the time or interest in getting involved and we work hard to be a representative organisation so that we can do that on peoples' behalf.

We do want more tenants to get involved and we were glad to have been involved in developing the new Tenant Participation Strategy. We hope it encourages more tenants to get involved. Improving communication also needs to happen and Housing can't just rely on tenants reading the Housing News.

If you have an issue you think we should be looking at please get in touch. You can contact us by email to harrymccormack.wdtro@gmail.com or through Facebook.

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

Volunteer Skills Award helps Scott gain valuable experience – and a job!

Residents are being given the chance to develop their skills and experience as part of the Council's Working4U's Volunteer Skills Award.

Over the last year, 37 people have participated in the SQA accredited course which allows them to gain a qualification while volunteering.

More than half of participants moved into employment and others were supported into further volunteering and personal development programmes.

One resident who has benefited from the course is Scott (pictured right), who took part earlier this year having been unemployed for a number of years.

He was referred to Working4U by Work Connect. Having initially felt hesitant about taking part, Scott says the programme has helped him overcome this, adding: "I feel more relaxed and don't have that anxiety feeling anymore."

He described his placement at the Phoenix Community Centre café in Dumbarton as amazing and taking part in the training course helped him to understand how he could improve his skills and gain confidence in himself.

Following the placement Scott secured a job in a local restaurant where he has been working full-time.



He said: "I'm in a better place and I managed to obtain a full-time job from attending Working4U. I couldn't be more pleased with the outcome and I would highly recommend the programme."

For more information, email:
w4utraining@west-dunbarton.gov.uk

ON THE SPOT



June Todd, member of the West Dunbartonshire Tenants & Residents Organisation (WDTRO)

What three words best describe you?
Persistent, friendly and hopefully fair.

How long have you volunteered in a tenant group?
I was in a tenant group years ago but I have been active in the WDTRO for the last five years.

What made you want to get involved?
I got involved initially as I really wanted tenants to have meaningful input into consultation about upgrades.

What's your favourite part of being in a tenants group?
I enjoy being with like-minded people.

What's the funniest moment you've had?
Where do I start? There are too many to mention.

How do you like to unwind?
I do quizzes and crosswords.

What's the best piece of advice you have ever been given?
The best advice was from my Dad who always told me "It's not what you do but the way that you do it".

Social benefit brings significant gains for community project Knowetop

A community garden project is getting a new fence installed as well as landscaping materials donated thanks to the Council's social benefit wishlist initiative.

Knowetop horticultural and community project submitted a request for support through the wishlist.

And contractor HLS McConnell donated £5000 to the project.

Knowetop manager, Claire Travis, said: "After initially agreeing to pay for the installation of a fence for our community plots, HLS McConnell's added an extra £2000 to their contribution. This will be used for hard landscaping, either flagstones or raised beds. The raised beds will be made for us by another local community garden, so the donation will also benefit them.

"As well as directly funding this part of the plots project, their money has enabled us to bring in other funding and in-kind support. We have been able to secure £5,000 from the Community Food Framework Fund, and the equivalent in-kind contribution from the Council's Greenspace department and the Corra Foundation have agreed to fund the purchase of a polytunnel.

"This means we should have the community plots up and running by the start of the next growing season and be able

to offer space to individuals and groups from across the community. We already have people who are interested in becoming plot holders."

Local businesses, members of the voluntary sector, community groups or charitable organisations can submit a request for specific help via the Council's local social benefits wish list form and provide details of any requirements and timescales. This can include requests for training, sponsorship, donations of material or labour, work experience or any community related help.

For more information, please contact:
social.benefits@west-dunbarton.gov.uk



Nutritious, delicious school meals free for pupils until the end of P5'

Parents are being reminded that all children can access free school meals until the end of primary five.

West Dunbartonshire schools offer a varied menu of healthy, nutritious and locally-sourced options each day.























The meals - which include main dishes like cheese and tomato pizza, steak pie, chicken curry and macaroni cheese – rotate on a three-weekly cycle.

Pupils also enjoy a drink of milk or water, plus starters or desserts like soup and fresh fruit platters.

Menus are detailed on the Council website, alongside allergen information. The catering team can also adapt menus to meet pupils' dietary requirements.

Some families may be entitled to free school meals beyond P5 to support throughout their young person's time at school.

To find out more about school meals, please visit www.west-dunbarton.gov.uk/schools-and-learning/schools/school-meals/wd-school-meals/

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	 JONATHAN McCOLL COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR T: 01389 737511 M: 07769 367035 IND	 MICHELLE MCGINTY COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR T: 01389 738475 M: 07721 599270 LAB	 DAVID McBRIDE COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR T: 01389 737367 M: 07961 711664 LAB	 GORDON SCANLAN COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA T: 01389 738538 M: 07721 248761 SNP	 SOPHIE TRAYNOR COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA T: 01389 738745 M: 07721 243557 SNP	 JUNE McKAY COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA T: 01389 738520 M: 07721 236088 IND
	 HAZEL SORRELL COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR T: 01389 738471 M: 07721 632553 LAB	 JOHN MILLAR COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR T: 01389 737882 M: 07961 713003 LAB	 CHRIS POLLOCK COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR T: 01389 738494 M: 07721 331751 SNP			
				More info here: 	 LAUREN OXLEY COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA T: 01389 738599 M: 07721 235613 SNP	

Council team leader's focus on mental health matters

Citizen Services Team Leader Peter Prior has recently been appointed as Chairperson of Mentor Scotland, an organisation which aims to provide peer to peer support groups for people experiencing mental health and social isolation challenges.

Mentor Scotland was established two years ago by Jamie MacLean and, as well as winning awards in that time, has also provided vital support to many individuals.

Peter, who has now taken on the key role within the organisation, initially attended the group to support a friend, and went on to become a volunteer and has also taken on the role of secretary and treasurer. Peter has brought his experience with Mentor Scotland into the workplace and is now a trained Mental Health First Aider supporting colleagues and helping to end the stigma around mental health. Members also got the opportunity to attend the King's Garden Party in July.

Peter (pictured) said: "I am so proud of what Mentor

Scotland has achieved and it is testament to everyone involved that we picked up the Citizens of the Year award at the Provost Civic Awards last year. To then be invited to the King's Garden Party was a real privilege.

"I am passionate about the work that we do to improve the lives of people involved in Mentor Scotland and in the wider community."

In addition to the face-to-face groups hosted in the Ben View Centre in Dumbarton, the group have started arranging social activities within the community. The team have an active presence on social media, providing invaluable support to those who are unable to attend face-to-face meetings.

Representatives from Mentor Scotland have also met with staff at Riverview Resource Centre who can now refer clients to the organisation for support.

More information on Mentor Scotland is available through Facebook and Instagram or by calling 07470461685.



Supporting people throughout West Dunbartonshire

West Dunbartonshire Community Foodshare offers emergency food provision as well as a range of other supports for people living in the area.

There is a school uniform bank and school holiday brunch bags which are distributed during holiday periods.

They also provide a babybank providing equipment and items for families with newborns and infants.

In addition, West Dunbartonshire Community Foodshare offers fuel poverty support, depending on eligibility and a Christmas toybank. Further details of the toybank are provided in the poster.

To find out more call 01389 754135 or 0800 3457057 between 10am and 4pm Monday to Friday. Food deliveries are made the next working day.



We are now collecting donations for local children affected by poverty. Could you or your workplace help us make Christmas special for local families who will otherwise go without?

We are collecting new toys, gifts, vouchers, selection boxes, food and toiletries.

Donations can be dropped off at:
 Unit 21, Leven Valley Enterprise Centre
 Castlehill, Dumbarton, G82 5BN
 We can also arrange collection.

For any queries, please call 01389 764135.

Further donation points will be listed at:
www.westdunbartonshirecommunityfoodshare.co.uk
 West Dunbartonshire Community Foodshare



USEFUL PHONE NUMBERS

West Dunbartonshire Council

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

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

Repairs

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

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

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

Gas Heating Repairs

(City Technical) **0333 202 0708**

General

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

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	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**

Bursary to help young tenants go to college or university

Young people living in West Dunbartonshire who have their own Council tenancy are being helped to further their education.

Last year, the Council launched a pilot Young Person's Bursary to help those aged between 16 and 24.

It covers the cost of rent to those who would like to attend college or university but find the cost prohibitive.

This pilot helped 10 young people in the first year and has now been mainstreamed so that young tenants can continue to be supported.

One recipient said: "I have been able to gain the knowledge, experience and qualification I need to build a strong portfolio which will help me get a graphic design job in the future."

Young people with their own tenancy or who are due to have their own tenancy soon can speak to their Housing Officer for consideration for the next academic year.

WAYS TO PAY YOUR RENT

Through your bank...

This is our preferred method for you to pay your rent. It's easy for you and convenient. You can access the forms online to set up these payments with your bank.

At any PayPoint outlet...

There are 85 PayPoint outlets within West Dunbartonshire.

Find out your nearest PayPoint by visiting: www.paypoint.com/en-gb/consumers/store-locator
Payments can be made by cash and debit card.

By telephone or internet...

You can use your debit or credit card to make payment by:

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

At the Post Office...

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

Other formats

This document can be viewed as a PDF on our website: <http://www.west-dunbarton.gov.uk/housing/housing-news/>
It can also be provided in large print, Braille or on audio cassette and can be translated into different community languages. Please contact: Corporate Communications, Council Offices, 16 Church Street, Dumbarton, G82 1QL. Tel: 01389 737000

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

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

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

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

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

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

Try our QUIZ!

For your chance to win a £25 shopping voucher, email your answers with your name, address and contact number by January 22nd 2025 to housingnews@west-dunbarton.gov.uk or you can phone or text your answers to 07983 542993.

WIN!
£25
SHOPPING
VOUCHER

1. Which milestone figure was recently reached in the project to install environmental sensors within Council homes?

- a) 100
- b) 100,000
- c) 1,000

2. What used to occupy the site of the new housing complex which is being developed in Old Kilpatrick?

- a) Care home
- b) School
- c) Community centre

3. When will the analogue signal controlling teleswitches become defunct?

- a) 31 January 2025
- b) 30 June 2025
- c) 31 October 2025

PREVIOUS QUIZ WINNER

Congratulations to Sarah from Duntocher who correctly answered the three questions in our Autumn edition.

We hope she enjoys spending her £25 shopping voucher.

HOUSING
news

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

TPAS
Scotland
GOLD ACCREDITED
FOR EXCELLENCE IN
TENANT PARTICIPATION