



Dalmuir Park  
Housing Association

AUTUMN 2016

# Magazine

CONSULTATION & PERFORMANCE SPECIAL



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Dalmuir Park  
Housing Association

2015-16

METING THE SCOTTISH SOCIAL HOUSING CHARTER  
YOUR LANDLORD PERFORMANCE REPORT

# Housing Officer Areas Update 2016

## HOUSING OFFICER AREAS

Our two Housing Officers are responsible for the following areas:

<b>Margo MacPherson</b>	Old Street
Adelaide Court	Riddell Street
Agamemnon Street	Scott Street
Ailsa Drive	Shaftesbury Street
Caledonia Street	
258 Dumbarton Road	<b>Donald MacKay</b>
340-404 Dumbarton Road	Burns Street
427-471 Dumbarton Road	800-830 Dumbarton Road
561-696 Dumbarton Road	Dunn Street
Glebe Court	Pattison Street
Iona Crescent	Stewart Street
Nairn Street	Swindon Street
Nairn Place	The Crescent

# MANAGEMENT COMMITTEE 2016-17

Our Management Committee for 2016-17 are announced as follows:-

Christine Bradley – Chair

Jim Hutchison – Vice Chair

Seonaid McDonald – Secretary

Alison Quinn – Treasurer

John Gilleece

Marion Birnie

Anne Meikle

Jim Laverty

Cllr. Gail Casey

# Shareholder Application



Would you like to become a Shareholding member of the Association?

If so, please complete and return this application form, with your £1 subscription. Your application will then be considered at the next Management Committee meeting and if accepted you will be issued with a share certificate.

Your £1 is treated as share capital and the certificate is recognition of your rights as a Shareholder to take part in all of our Annual General Meetings.

The issue of the share certificate makes you a lifelong member, but does not commit you in any way to personal liability.

I would like to apply for membership of DPHA and enclose £1.00 for one share.

Name .....

Address .....

.....

Flat Position .....

Tel .....

Email .....

I would like to contribute towards the management of DPHA and would like more information on becoming a DPHA Committee Member

# A FULL HOUSE AT OUR 2016 AGM

Thank you to everyone who attended our AGM on the 7th of September, at The Cadet Hall, Beardmore Street, Dalmeir. This year we welcomed along 30 shareholders (17% of all shareholders) and 8 observers, who all had the opportunity to hear about the services we provided over the year, along with our exciting new plans for the forthcoming year.

The formal business was led by Christine Bradley, Chairperson who presented her report for the year. The annual accounts were presented and approved and thereafter followed the election of the Management Committee for 2016/17. Recognition and thanks were given to members for their time and commitment over the year by our Director, Pat Gilbride who also presented a summary of recent and forthcoming activities for Care Services and Community Development.

A special presentation was made this year to Marion Birnie, in recognition of 30 years' service as a Committee Member. There was also a brief summary of the Housing and Property Services department's performance, highlighting their new proposals for next year, which concluded the formal business.



After the winners of the Rent Review Draw and Annual Garden Competition were announced, everyone joined in on a game of prize bingo and a few laughs were had on the enthusiasm shown by our bingo caller Charlie McLellan, Property Services Manager!!

## New Members Recruitment

We currently have 8 serving Committee Members. A recruitment exercise is currently on-going and although there have been expressions of interest, at the time of printing this newsletter there are no new members signed up.

We would like to encourage you, as a tenant, owner or interested local, to join our Management Committee and make a difference. Our Committee's role is to ensure that we are managed effectively in line with the requirements of the law, the Scottish Housing Regulator and best practice.

**Committee Members main functions include:**

- Providing leadership to senior staff and help set our direction and objectives
- Encourage participation and consultation with tenants, owners and other service users
- Agree policies and procedures
- Approve budgets and control financial performance
- Control and regularly review of all the associations activities and ensure targets met
- Ensure there is a balance of skills, experience and diversity within the association and regularly review recruitment and training practices

As you can see, our Committee has a major role to play in ensuring our ongoing success and viability.

## Consultation Winner

The winner of our Consultation Draw, Isa Gibson, was presented with a High Street voucher at our AGM. Anyone responding to consultation requests through the year was entitled to enter.

Our next consultation will be in respect of proposed rent increase. This will be conducted towards the end of the year.

Remember...we rely on feedback to assist with our progression!!



Isa, pictured with John Mallon & Christine Bradley

# COMMUNITY IN PAR

The lane at the rear of 340-404 Dumbarton Road is looking much tidier after a recent litter pick was undertaken by Balfour Beatty office staff and the girls from Building Futures.

The lane has been subject to fly-tipping over the last few years and despite best efforts the Association have struggled to maintain its upkeep.

Jodie from Balfour Beatty explained, "through Balfour Beatty Charitable Trust, we work in partnership with charitable partners in the UK and support these through funding and volunteering effort on specific projects". Jodie also explained that staff have two 'volunteer days' per year and this year the Association was fortunate to receive one of these days for this project.

Shaliny from Building Futures, who are assisting us in another back court project, was also delighted to be involved in the litter pick.

With help from Nurture Landscapes Ltd who provided the equipment and tools, the day was a huge



success.....some girls even had a go at using the leaf blower!!

Our Property Service Manager, Charlie MacLellan added, "Everyone has made a huge effort in trying to maintain our area and help the community with this project. The Association really appreciates all the help received from all groups on this project".

There was a lot of effort put in from everyone involved with extremely satisfying results and despite the

rain everyone involved remained in great spirits. During the project a few residents from the area offered their assistance and expressed their delight at the effort made by Jodie, Shaliny and the crew.

To complete the project the Association has now installed bollards at the end of the lane in a bid to prevent any further fly-tipping in the area and keep it looking as tidy as it did at the end of the litter picking project.

Before

# TNERSHIP CLEAN UP



During



After



# Pupil of the Year Awards

We announced in the Summer Edition of our magazine the winners of the Pupil of the Year for 2015/16.

Following the awards presentation in June, all three pupils; Abbie, Ellie and Kian and their families were treated to five star treatment at the Golden Jubilee Conference Hotel. Prior to the lavish four course meal, family pictures were taken on the red carpet with everyone dressing up for the occasion.

Speeches were heard from the Association Chairperson, Christine Bradley; Beardmore Trust Chair, John Gilleece and Loraine Lester representing the Golden Jubilee Hotel.

Christine said 'the Pupil of the Year Awards were added to the Wider Role Program in 2011. It is a magnificent event which all pupils, in the three participating schools, have the opportunity to win. We

are indebted to the Golden Jubilee Hotel for its generous support from the beginning and hope this community partnership will remain for many years to come'.

Loraine Lester added that she was privileged to be part of the awards dinner which is an event she looks forward to each year. She concluded the evening by wishing all three winners good luck as they embark on a new journey at Secondary School.



Kian & Family



Abbie & Family



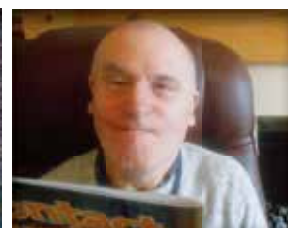
Ellie & Family

## RALPH ON ART

Ralph Douglas is a tenant in Sheltered Housing who is also a very talented artist. He had an exhibition of his work at Project Ability in June and July this year with some of his artwork for sale.

Attending Project Ability since 1999 Ralph paints many portraits and self-portraits in an expressionist style recalling the romantic paintings of the past, and recently has been painting Landscapes and Still Life objects.

Ralph enjoys his time at Project Ability where his talent is nurtured and shared.





# NO TIPPING!

As described in our article on page 4, fly-tipping has recently become a huge issue for the Association and we have recently taken steps to try and prevent this disorder. New bollards have been installed in several areas throughout our housing stock including the back lane at our Shaftesbury complex.

These new bollards, although still in trial stages, appear to have prevented the frequent

dumping of rubbish in and around the lanes. Our maintenance staff have now carried out two inspections and we are pleased to announce we are, so far, rubbish free!!

If anyone should spot rubbish being tipped, please advise our maintenance department or refer to the article below.

Please provide us with as much information as possible and help us 'Keep Dalmuir Tidy'.

## FLYTIPPING AND BULK UPLIFTS

Fly-tipping is an ever increasing problem which costs the Association a substantial amount of money every year. There continues to be an increase in the number of items being dumped and general rubbish being discarded which the Association is left to clear, and for which all tenants ultimately pay for through their service charges.

We would ask any tenants who see fly-tipping taking place to report the incident by calling 0845 230 4090.

If you have a large item which you need uplifted, and it is in a re-usable condition, please call the National Re-use phone line on 0800 0665 820. They work with local charities and other groups who collect your unwanted items and pass them

on to someone who needs them. Alternatively, you can contact a local charity yourself e.g. Home from Home. They will uplift your unwanted item and pass it on to someone in need.

If you have a bulky item which cannot be reused, and you require its disposal West Dunbartonshire Council (WDC) will arrange for a special uplift; there is a charge of £17.54, payable in advance, for this service which can be arranged by calling the Contact Centre on 01389 737000.

If you have a large number of items this will cost More. WDC will carry out a visit to your home to assess how much the cost will be, which will also have to be paid in advance. This is charged as timed work and will start at £80.69 per hour.

# Do these changes affect YOU?

## Housing Scotland Act 2014

The Housing Scotland Act 2014 became an Act on 1 August 2014 but is yet to come into force.

However there are some changes that could potentially affect you and/or your household.

These include:

- **Assignment of Tenancy** – the tenancy can only be signed over if the other party has been living in the house for at least 12 months and this period starts when the landlord was informed they stayed there. Refusals for assigning include if the person doesn't meet reasonable preference grounds or the landlord's allocation priorities, or they would be under-occupying the property.
- **Succession to Tenancy** – the tenancy can only be passed on if the person stayed in the

house for at least twelve months before the death of the tenant and the landlord knew they lived there through that period. It is therefore essential that you let us know immediately if there is any change in your household.

**WE WILL NOT BE ABLE TO GRANT ASSIGNATIONS OR SUCCESSIONS IF WE DO NOT KNOW WHO HAS BEEN LIVING WITH YOU FOR THE LAST YEAR.**

- **Allocations** – reasonable preference must now be given to existing tenants who are under-occupying, applicants who are in unsatisfactory housing conditions and have unmet housing needs or applicants who are homeless or threatened with homelessness and have unmet housing needs. There no longer needs to be priority given to

applicants who are overcrowded or in below tolerable standard accommodation.

- **Suspension from Waiting List** – reasons include anti-social behaviour in their area or towards staff, convictions for offences punishable by imprisonment in their area, not paying arrears, giving false information and refusing reasonable offers of housing.
- **Eviction** – can be granted if there has been a conviction of illegal/immoral activity in the locality. The person convicted can be the tenant, a member of their household or a visitor to the house. This cannot be defended on grounds of reasonableness.

We will continue to provide updates and consultations over the coming months.

## Summer Blooms with New Baskets & Boxes

Residents were treated to some colour recently, when the Association brightened up the area with hanging baskets and window boxes.

The hanging baskets were placed throughout Dalmuir to provide the community with some cheerful flowers during the summer months.

The Association also organised some window boxes for the Nairn Street complex to brighten up the verandas for our sheltered tenants, with a selection of blooming flowers and foliage. This project was carried out with the help of our landscape gardeners, Nurture. Other contractors were also on hand to deliver and help tenants hang them.





# Staff News

## Goodbye to Donna & Shannon

Staff & Children of Dalmuir Out of School Care Group recently said goodbye to Shannon Skewis and Donna Finlayson who both worked as Playworkers. Shannon moved onto pastures new and Donna plans to spend time with her new family. Everyone at the Association would like to wish them well.



Donna with her gifts

## True & Certified News

Lorraine Browning and Briony Carline, two members of the Dalmuir Out of School Care Group staff, recently completed their SVQ 3 in Playwork.

Well done girls!

## Kimberley moves to Housing



Kimberley

We are pleased to announce that Kimberley Tennant, Corporate Service Assistant, was recently promoted to the post of Housing Assistant within our Housing department. Kimberley will primarily assist our Housing Officers with administration support.

## Beautiful Baby Girl

John Mallon, our Housing Manager, became a proud father to Mary Grace Mallon, born on the 9th of June at 11.32am, weighing 6 pounds.

Congratulations to John and his family from all Staff and Committee.

## New Recruits for Property Services Department

Kirsty McIntosh recently joined the Association as Property Services Assistant. Kirsty will be a prominent face, based within the

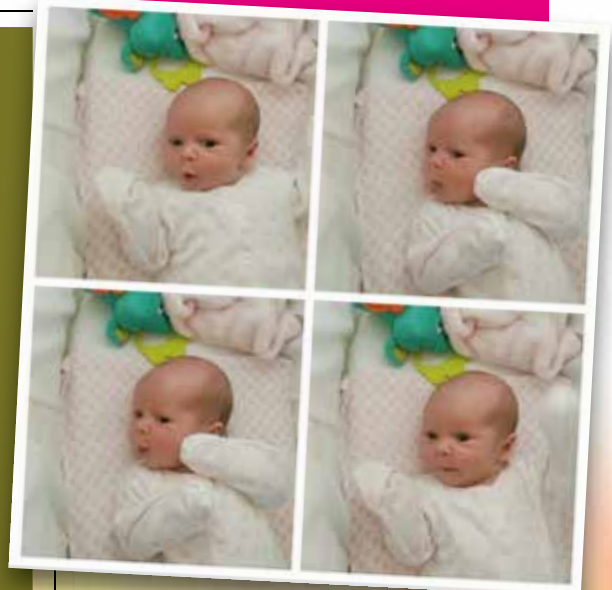
reception area, primarily handling repair queries and assisting with general enquiries.

Another new recruit, Stuart Yates has also joined us as Property Services Officer. Stuart will regularly be out and about inspecting properties and assessing repairs. He will also assist the Property Services Manager with major repair contracts.

Staff and Committee offer a warm welcome to Kirsty and Stuart and wish them both well in their new jobs.



Kirsty



# Summer at DOSCG

## Alternative Gardening

During our summer playscheme the children enjoyed a wee bit of alternative gardening in our outside area.



## Blair Drummond Adventure



Aimee and Melanie were both excited for our recent trip to Blair Drummond Safari Park.



Emma and Lennon put safety first before going for a spin in a five seater boat. Both enjoyed the boat trip and arrived back safe.



Time to round up the children and head back to DOSCG.



Harry and Andrew having a wee nap after a long day at the Safari Park.

## Dentistry at DOSCG

Amanda from the Oral Health Team visited DOSCG during the Summer Playscheme.

The children were educated on how much sugar was in various day to day foods which was an eye opener, not just for the children but the staff also. This helped the children understand why DOSCG operates a 'Healthy Tuck Shop' on a Friday Afternoon.

All children received a free toothbrush and toothpaste and loads of information on how to keep their mouths and teeth clean. Aoife and Malikia assisted Amanda in her demonstration.



# Sheltered News

## STRAWBERRY LUNCH

Both Sheltered Housing Complexes held their Annual Strawberry Lunch on Friday 17th June. Tenant's enjoyed a light lunch followed by a delicious Strawberry Tart which went down a treat!



## SUMMER SOCIAL

The Association held its Annual Summer Social on Tuesday 12th July in Mackintosh's Lounge, Dalmuir. The entertainment was provided by the popular "Taxi Drivers" with everyone joining in the fun and some dancing. There was a good attendance from around the community and everyone enjoyed a lovely four course meal followed by a game of bingo and a raffle. A big thank you to everyone who helped make this day a success.



## ASDA FOUNDATION GRANT

A big thank you to the Asda Foundation and Linda McGuire, Asda Local Community Champion, for helping our Shaftesbury Street Complex succeed in achieving a grant for £500 to buy computer equipment enabling the staff to start up a "Silver Surfers Club" for the tenants. This will allow tenants to access the internet and they hope to link up with 6th year pupils from our local secondary school in the near future. They will assist in the tenants support and training requirements together with sharpening their I.T. skills.



## SHAFTESBURY STREET SUMMER OF 86

In August our Shaftesbury Street complex celebrated its 30th Birthday. The complex was first opened on the 19th June 1986 by the then Provost, David Grainger.

Being a lovely day the party was held outside with tenants enjoying an afternoon of music provided by a Saxophone Quartet made up of four local students, Chloe, Adam, Derek and Jack. The boys attend Clydebank High School and Chloe is going on to Napier University to study Music. Tenants had fun trying to win raffle prizes and the Lucky Square competition. All attendees were given a lunch box of goodies consisting of a sausage roll, sandwich of their choice and either trifle, jelly or cheesecake which was accompanied by a selection of refreshments.

The birthday cake was cut by the complex's only remaining original

tenant Mrs Christine Kirkland. The photographs were taken by Naji Bou-Rouphayel whose daughter Marta attends the Dalmuir Out of School Care Group. Our thanks to the musicians and Naji for coming along and helping us celebrate 30 years.

Residents and staff would like to thank the following local businesses and individuals who donated items for the raffle:

- Top of the Hill Butcher
- Dalmuir Café
- Dalmuir Key Store
- Thomas McKendrick
- Roma (Hot Food Shop)
- Russell Decorators
- Ifty's Local Shop
- WOW
- And of course all our generous Tenants and Staff!!



## Brave Shave for MacMillan Cancer Charity

One of our Shaftesbury Street tenants, Mrs Joyce McDonald' shaved her head in aid of the MacMillan 'Brave Shave' campaign. Joyce shaved her head on 13th September at the complex...All proceeds were donated to the MacMillan Cancer Charity. Well done Joyce!!!



Christine Kirkland begins celebrations with cake cutting



# Contact Numbers

## Emergency Numbers

### Plumbing or Heating

Call Hi Flow:  
**0141 944 6060**

### Other Emergencies

Call Saltire:  
**0800 048 2710**

## Other useful contact numbers

Scottish Water:  
**0800 077 8778**

Scottish Power:  
**0800 027 0072**

Scottish Gas:  
**0800 111999**

NHS 24:  
**111**

Paisley RAH:  
**0141 887 9111**

Queen Elizabeth  
University Hospital  
**0141 201 1100**

Gartnavel Hospital:  
**0141 211 3000**

West Dunbartonshire Council:  
**01389 737000**

Police/Fire/Ambulance  
Emergency:  
**999**

Police Non Emergency:  
**101**

Police Enquiries Clydebank:  
**01786 289070**

Crime Prevention:  
**0141 532 3338**

Community Safety:  
**0141 532 3310**

Victim Support:  
**0141 952 2095**

Citizens Advice:  
**0141 951 8666**

Employment Services:  
**0141 800 2700**

Housing Benefits:  
**01389 738 555**

Council Tax:  
**01389 737 444**

Anti social  
Behaviour Helpline:  
**01389 772 048**

(Mon-Fri 9am-11pm,  
Sat-Sun 3pm-11pm)

Refuse Collection  
Bulk Uplifts:  
**01389 737 829**

Independent  
Resource Centre:  
**0141 951 4040**

Dalmuir Library:  
**0141 952 3532**

Dalmuir CE Centre:  
**0141 531 6300**

Western Infirmary:  
**0141 211 2000**

Vale of Leven General:  
**01389 754 121**

Social Work:  
**01389 737 758**

Social Work  
out of office hours:  
**0800 811 505**



**Dalmeir Park**  
Housing Association

**2015-16**

MEETING THE SCOTTISH SOCIAL HOUSING CHARTER  
YOUR LANDLORD PERFORMANCE REPORT

# INTRODUCTION

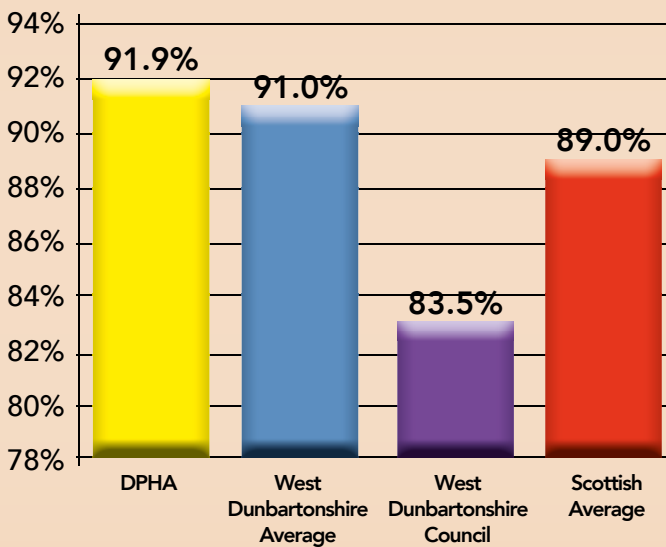
The Charter was introduced in 2012 and requires all Registered Social Landlords (RSLs) operating in Scotland to produce a report each year outlining their performance in relation to the Charter outcomes.

Within this report we have looked at the most significant performance data produced by DPHA to the Scottish Housing Regulator and have then attempted to compare our performance with other landlord averages to help identify where we perform well and where we need to improve. We have tried to concentrate on some of the most interesting information relating to the local perspective and

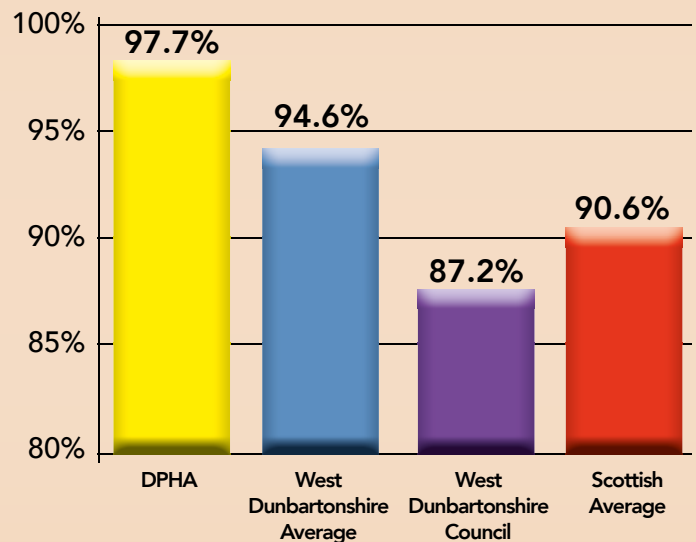
national averages where available, and tried not to duplicate what is already contained within the Annual Report. Comparisons are made with West Dunbartonshire Council as the largest local landlord and we have also used where appropriate an average figure for local housing associations comprising Dunbritton HA, Trafalgar HA, Bellsmyre HA, Clydebank HA, Faifley HA and Knowes HA.

You can access any landlord report by logging onto [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk) clicking on 'Find Out About Your Land Lords Performance'

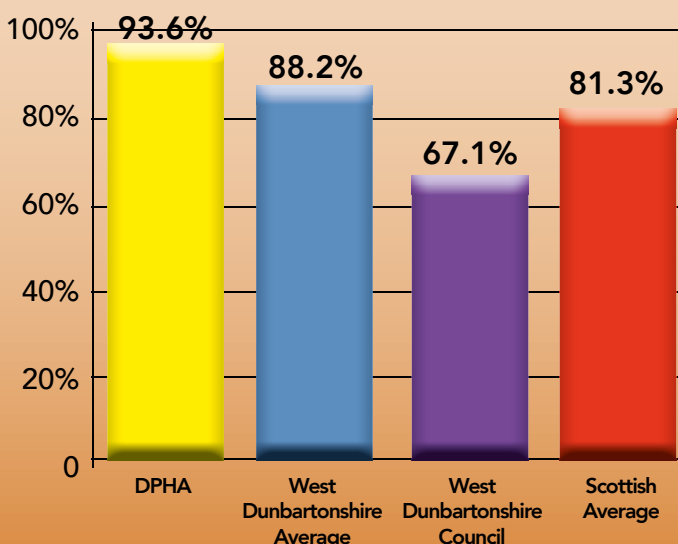
Percentage of tenants satisfied with the overall service provided by their landlord



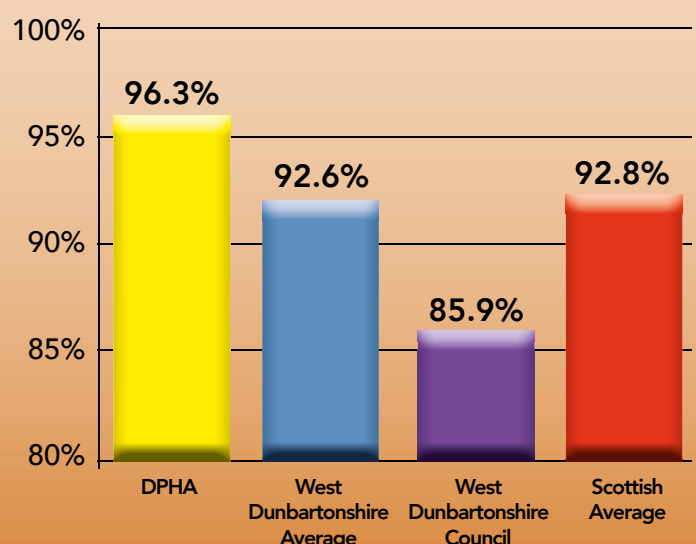
Percentage of tenants who feel their landlord is good at keeping them informed about services and outcomes



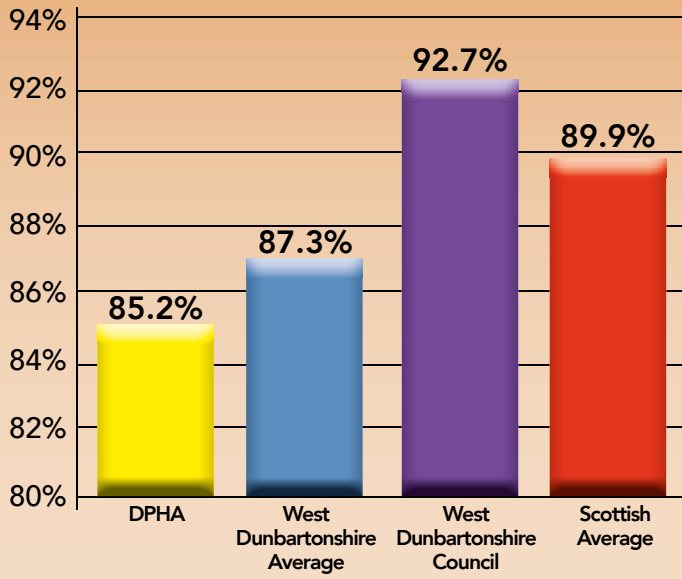
Percentage of tenants satisfied with the opportunities to participate in the landlord's decision making



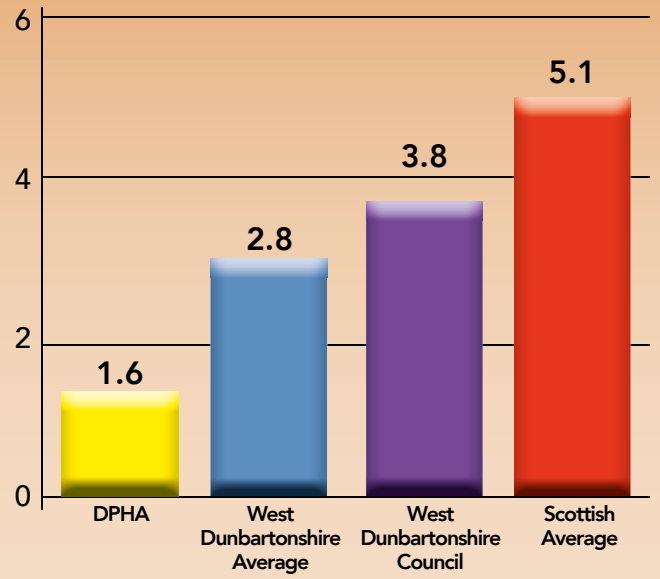
Percentage of homes meeting the Scottish Housing Quality Standard



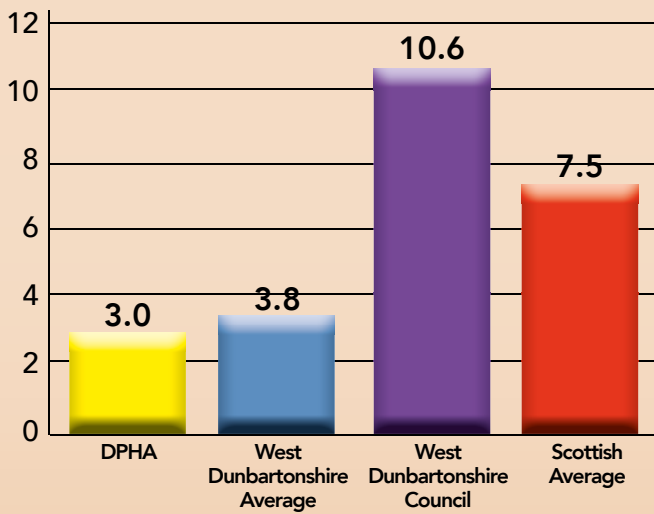
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months who were satisfied with the repairs and maintenance service



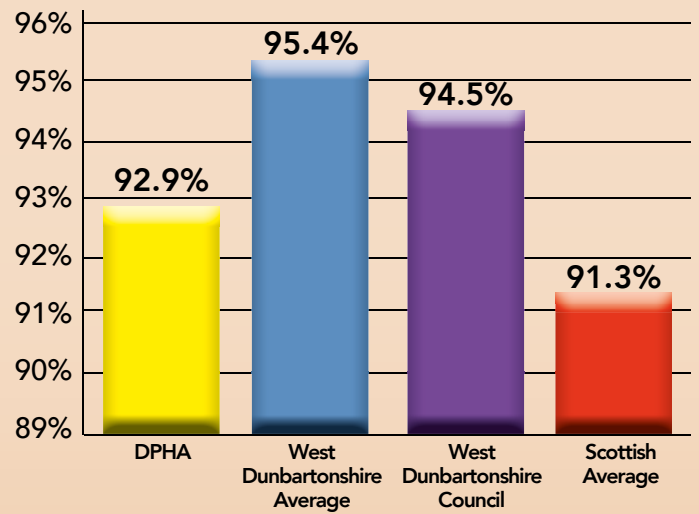
Average number of hours taken to complete emergency repairs



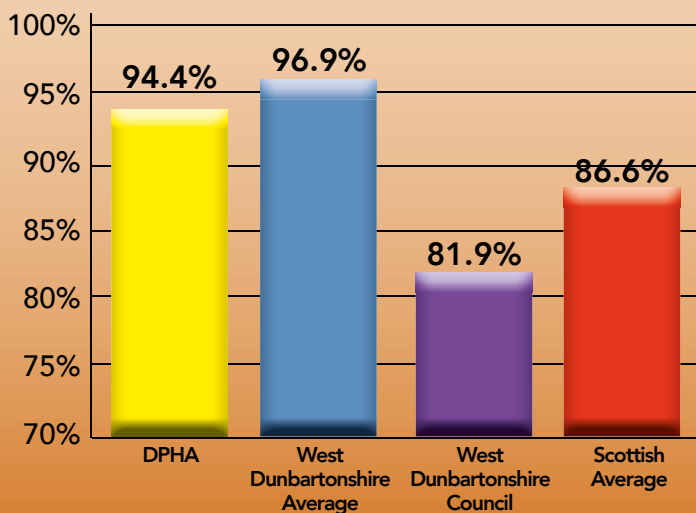
Average number of days taken to complete non-emergency repairs



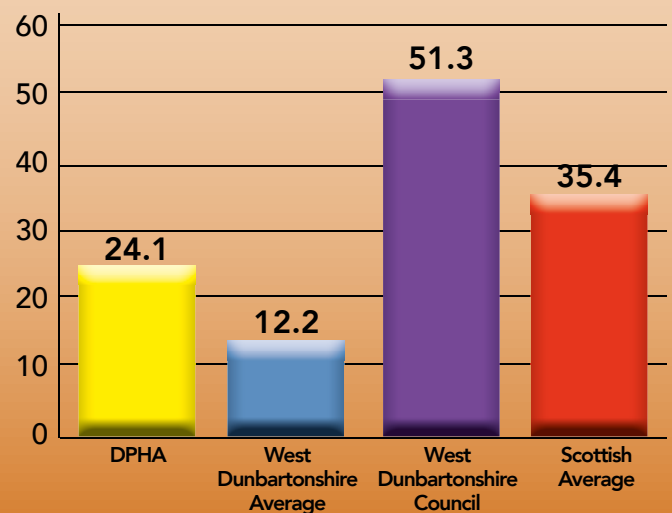
Percentage of reactive repairs carried out in the last year completed right first time



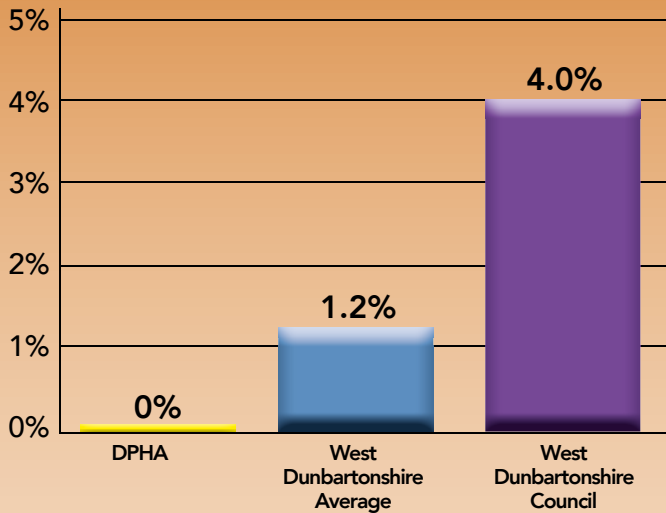
Percentage of anti-social behaviour cases resolved within locally agreed targets in the last year



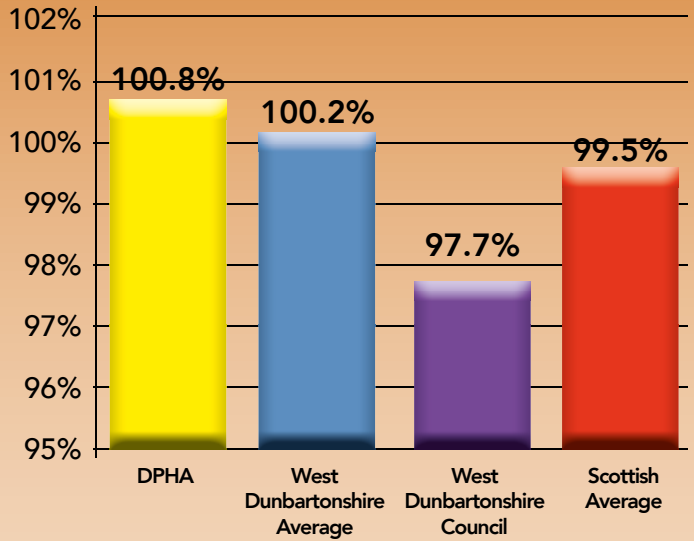
Average length of time in days taken to re-let homes in the last year



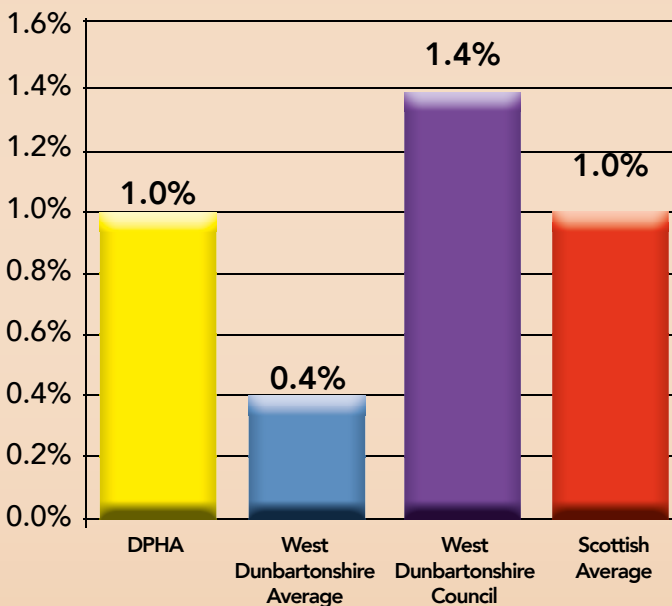
### Rent increase 2016/17



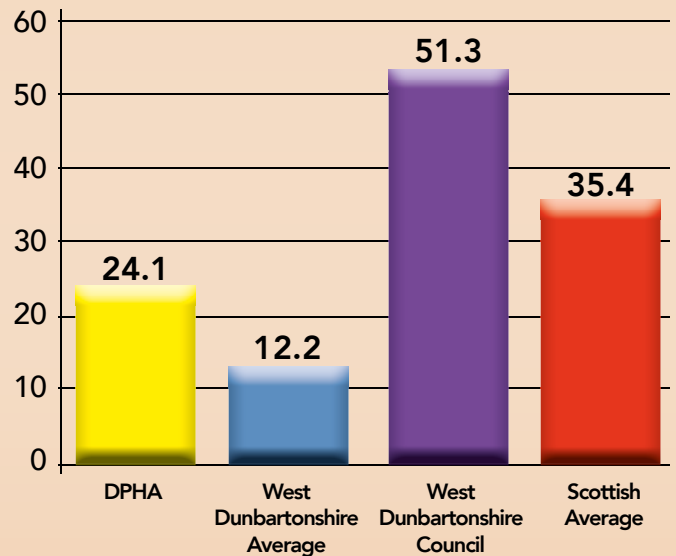
### Percentage of total rent due collected in the previous year



### Percentage of rent due not collected through homes being empty in the last year



### Average length of time in days taken to re-let homes in the last year



## Dalmuir Park Housing Association

Beardmore House, 631 Dumbarton Road, Dalmuir, Clydebank G81 4EU  
[www.dpha.org](http://www.dpha.org) • Tel 0141 952 2447 • Fax 0141 951 4423

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