

A VINTAGE PERFORMANCE — TO A TEAL

SPECIAL 40TH
ANNIVERSARY
EDITION

(CONTINUED ON PAGE 6)

Our 40th Anniversary celebrations commenced in style on Saturday 9th September 2017. A vintage themed afternoon tea event was held in Dalmuir CE Centre and in the adjacent room we also held a kids fun party with both events being well attended.

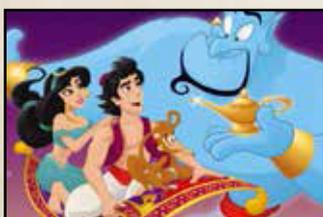


HAPPY BIRTHDAY MOON GARDEN

Over 40 residents turned out to celebrate the Moon Gardens 10th Birthday. They witnessed a tree planting ceremony in commemoration.

(DOUBLE PAGE SPREAD
ON PAGE 4 & 5)

**PANTO
FOR
FREE!**



Name:

Address:

Contact Number:

Number of Guests:

As part of our 40th Anniversary celebrations the Association has reserved 50 seats at a Pantomime to be held in the Golden Jubilee Conference Hotel.

(CONTINUED
ON PAGE 3)

Housing Officer Areas

Our Housing Officers cover the following areas:

Margo MacPherson

Adelaide Court
Agamemnon Street
Ailsa Drive
Caledonia Street
258 Dumbarton Road
340-404 Dumbarton Road
427-471 Dumbarton Road
561-696 Dumbarton Road

Glebe Court
Iona Crescent
Nairn Street
Nairn Place
Old Street
Riddell Street
Scott Street
Shaftesbury Street

Donald MacKay

Burns Street
800-830 Dumbarton Road
Dunn Street
Pattison Street

Stewart Street
Swindon Street
The Crescent

Management Committee 2017-18

John Gilleece	Chair
Marion Birnie	Vice Chair
Seonaid McDonald	Secretary
Craig Edward	Treasurer
Anne Meikle	Member
Jim Laverty	Member
Graham Parton	Member
Isobel Gill	Member
Francis Logan	Member
Erin Cadden	Member
Ian Petrie	Member
Jason MacGilp	Co-optee
Patricia Gallagher	Co-optee

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

AGM – Another Successful Year

Our AGM was once again well attended with 32 shareholders present and 2 observers. Chairperson, John Gilleece welcomed all attendees and presented a review of the Associations performance and achievements over the year. He also detailed future planned improvements over the year 2017/18.



Our Management Team provided an overview of their individual departments performance over the year including major work updates, services provide over the year, estate management progression and the Association's financial position as at 31st March 2017.

Upon approval of the Annual Accounts our Management Committee was duly elected for 2017/18.

Our Director, Pat Gilbride, thanked all committee and staff for their time and dedication given to the Association over the year. He presented a summary of recent and forthcoming Care Service activities and the progression within our Wider Role programme, drawing attention to additional activities planned for our 40th Anniversary celebrations.

The night was concluded by announcing the Garden Competition winners followed by a game of Bingo, hosted by our Property Services Manager, Charlie MacLellan.



Panto Invitation...Oh Yes it is!!

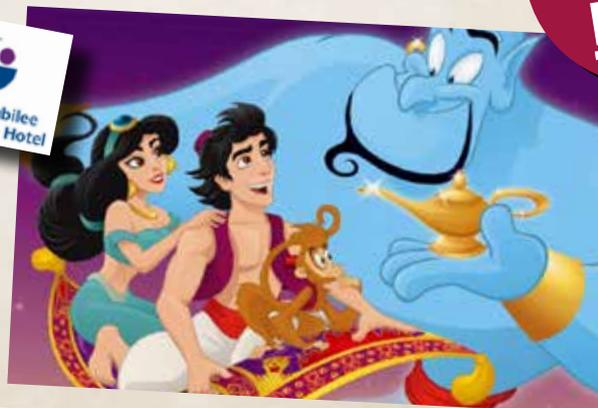
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On Friday 22nd December at 2.00pm be entertained with the magic, adventure and excitement of Disney's Aladdin. Why not come along and cheer on Aladdin and Boo the evil Abanazar, have fun with Wishee Washee and Widow Twanky or gasp with amazement as the Genie appears with the rub of a lamp.

It can't be simpler to attend. Simply fill out the coupon ON THE FRONT PAGE and drop into the Association office no later than Friday 17th November letting us know how many guests you plan to invite (Max 3 Guests). Winners will be drawn at random, until the 50 tickets are allocated, and notification will be sent out by Friday 24th November.

If you are successful and you fancy a spot of lunch, 'Pre-Theatre', the hotel is offering lunch at midday.

visit us online at www.dpha.org



The cost is £18 for adults, £9 Children and kids 2 and under go free. Deadline for lunch bookings is Friday 8th December. For full details and menu visit www.goldenjubileehotel.com or call 0141 951 6006

Please note the promoter of the ballots decision is final.

**PANTO
FOR
FREE!**



Moon Garden

(CONTINUED FROM FRONT PAGE)

Despite the weather many residents turned out to celebrate our Moon Garden's 10th Birthday. Our Chairperson, John Gilleece, conducted the formal part of the celebrations with a very interesting speech of the gardens history, from the opening to the present day.

John highlighted the work of our gardener Tony Pirrie, talking of his progress through support from the Levensgrove Project and the Associations horticultural specialist, Paula Murdoch. He extended the Associations gratitude to Donny McKerry who also undertakes gardening duties at the Associations Beardmore Garden. Donny assisted Tony in ensuring the Moon Garden was spruced up for the celebrations that saw over 40 residents attend.



John and Pat address the residents



Gary Earl pictured with Ewan Ferguson holding their Commemorative Mugs

en TURNS 70

To commemorate the occasion a Rowan tree was planted by Tony and two children from Our Lady of Loretto Primary. Hope Watson, aged 8 and Ewan Ferguson, aged 10 placed the last spade of soil around the tree with Tony unveiling the commemorative plaque.

Following the unveiling Tony provided a guided tour of the garden, presenting his vegetable patch and fruit trees to all in attendance. The fruit and vegetables are cropped and donated to the sheltered housing complexes where they make jams and soup.

Residents and invited guests retired to the Nairn Place Common Room where they enjoyed a sandwich, cup of tea and a natter.



Tony & Pat Gilbride



Tony & Ewan unveil the Commemorative Plaque



Ewan & Hope



VINTAGE TEA PARTY COMMENCES 40TH ANNIVERSARY CELEBRATIONS

(CONTINUED FROM FRONT PAGE)

Tables were laid out with floral vintage themed accessories, photo props too to add a bit of fun to the afternoon. Big Band music played in the background which added to the atmosphere on the day. Staff and Committee were on hand to welcome everyone and the external caterers were fantastic ensuring the tea cups were topped up and sandwich stands replenished.

As the tea party was flowing in one hall, the kids party was at full swing in the other. As one group of kids bounced on the bouncy castles, the others had their face painted, grabbed a hotdog, candy floss, popcorn or cooled down with an ice slush.

Our DJ for the day made sure the kids were well entertained. Party games were held and prizes were given out to a lucky few.

Everyone had a wonderful day and the Association are now discussing the possibility of adding this to its Wider Role Program of events. Watch out for your invite coming through the post next year!



During these events we asked families, groups and individuals for feedback on the day...here are a selection of quotes.

"Lovely cuppa, sandwiches and cakes. My young grandchildren loved high tea"

"All was superb, lovely touch"

"Lovely day, kids had a ball, great presentation"

"Nice of Dalmeir Park HA to spend the time and is appreciated"

"Very impressed with the spread and the quality service. First class, should be proud"

"Absolutely fabulous service from young people, second to none. 1st Class all the way"

"Very good and table spread lovely. Great way to spend a Saturday afternoon"

"Great party, food and company. All staff very friendly and helpful, great day out"

"Today was a lovely treat and all staff being kind and helpful. Loved the teapot boxes"

"Very well done, laid out well and welcoming"

"Beautiful tables, lovely snacks and service. Fabulous kid's activities – thanks very much"

"Brilliant – kids had so much fun!!"

"Amazing time – thank you!"

"Excellent"



Pay Your Rent Before It's Spent



During these difficult economic times and especially at Christmas, you may find yourself struggling to meet all of your extra financial commitments, and we sympathise if you are in this situation. The 'Pay Your Rent Before it's Spent' campaign message is clear: make payment of rent your top priority before other commitments, otherwise you are in danger of losing your home. Every year we find a high proportion of tenants put festive expenses before the costs of housing and end up in all sorts of financial and legal difficulties for months or even years to come.

We are an understanding and caring social landlord. However, we also have a duty to maximise rental income for the greater benefit of the Association and our tenants. Our services to tenants can only be as good as whatever we can afford to pay, and rental income is therefore crucial to our services and our reputation.

If you genuinely cannot pay, you should get in touch with your Housing Officer who will help and advise you on how you can maximise any benefits you may be entitled to,

If you find that you are or will be struggling with your rent, you can contact your Housing Officer by calling the office and selecting Option 3. Alternatively, you can contact the Clydebank Independent Resource Centre on 0141 951 4040 who can assist with financial planning and benefits advice.

and let you know of agencies which may be able to help you. However, if you continue to ignore the problem you need to know that we will take firm action and that, ultimately, you can lose your home through persistent non-payment of rent. Other consequences can be:

- While you are in arrears, you cannot transfer to other accommodation or swap your home with another tenant.
- Your credit rating may be badly affected.



Garden Competition

Following the announcement of winners at our AGM, residents popped into the Association offices to pick up their individual prizes or prizes on behalf of their specific areas.

Pictured is Jean Thomas of 433 Dumbarton Road who claimed the 1st Prize of £100 in the Best Back Court Category.

Jean is pictured with our Property Services Manager, Charlie MacLellan.

Consultation Winner



Congratulations to Mr & Mrs Morrison of Iona Crescent who won our £100 ASDA Voucher. The winner, drawn at random at our AGM, was a result of them engaging in consultation with the Association during the last year.

They are pictured celebrating with their Housing Officer, Margo MacPherson.

Thank You and Goodbye

– The Story of the Kapur's written by Soma Kapur

Our journey started in August 2009 when my older daughter, Riya started at the Out of School Care Group. I clearly remember her starting during the Summer Playscheme and I was so scared when the group co-ordinator told me that kids were taken out on trips to parks and other areas of interest.

At that time, I was worrier, as all mothers are, and I kept asking staff to constantly check on Riya as she is very quiet and perhaps may wander away. All those thoughts crossed my mind, however the staff reassured me by letting me know that they had been taking kids on trips for many years and not to worry. As the weeks and months passed I became more relaxed and as the staff said, no issue arose.

The staff have always been very accommodating and my second daughter, Anya started in 2013. She was more out-going, or in the nicest possible way, wild, and again I used

to worry that she may run off, not co-operate or listen. However, the staff were brilliant with her and she also listened to them and treated them with respect.

It has been an amazing journey over the last 8 years. The group is excellent for all children as they get to meet other kids from different schools and mix in various age groups. They also take responsibility to look after other siblings. The staff encourage them to do a lot of outdoor activities and involve them in different projects. I know both Riya and Anya loved the outdoor trips as well as arts and crafts.

My husband and I were delighted when the group introduced healthy eating for children where they provide healthy snacks.

It has been a great experience for us all, as a family. However due to work commitments we require to move out of the area but would like to thank the group and wish them all the best in future.



Riya Kapur



Anya Kapur

THE 100! CLUB

The Association took full control of the group in 2009. As a result of its continued support we have development year on year. This year, for the first time ever, we have over 100 children using our service each week.

Only a few spaces remain. For availability please call Elaine Kelly on 0141 951 4499

Heads of Ayr

The kids had a great day at The Heads of Ayr Farm Park. They enjoyed visiting the horses and farm animals. Before returning home the kids bought themselves an ice cream cone, Eva's favourite.



Eva's Bubble Gum Cone

FEES

Morning	£5.52
Afternoon	£11.58
Full Day	£17.10
Playscheme Day	£22.05

Just the Job!!

The children have been helping colour some pictures for Clydebank Job Centre to help make their walls more colourful. A task that was much enjoyable for all children participating.



CHRISTMAS FAYRE

The group is holding a Christmas Fayre to help raise funds. All proceeds will go directly towards activities and trips for the children.

Please feel free to pop along to Dalmuir CE Centre on Saturday 18th November between 10am and 12noon. There will be various stalls offering fabulous gifts for Christmas. There will be a bouncy castle for little ones and arts and crafts sessions for your children to participate.

Why not pick up a prize or two at the tombola table.....Oh and did you know...Christmas is just round the corner!! Ho Ho Ho

Christmas Closure

The last day of service for 2017 will be on Friday 22nd December!!

visit us online at www.dpha.org

Pupil of The Year



Leah Mack, Murray Craig & Sophie Biggins

We announced in our Summer 17 magazine the winners of our Pupil of The Year for 2016/17.

For a seventh year, the event was supported by the Golden Jubilee Conference Hotel. The hotel gift all three winners with a lavish meal, where they can invite their family to come and celebrate their achievement. Prior to the meal they are welcomed on the red carpet by the hotel manager and members of the Association Committee. Following their welcome, and with everyone dressed up for the occasion, family pictures are taken by our photographer which as you can see are very classy indeed.

Speeches were heard from the Association Chair, John Gilleece, and Stephen McGeever, Guest Experience Manager of the hotel.

John spoke of his involvement with the Pupil of The Year Awards from the beginning and highlighted

its importance within the Wider Role Program. Stephen said 'I am delighted to have been asked to represent the hotel not only at tonight's meal but also at the award ceremony last week at Our Lady of Loretto. I have heard so many positives with regards to The Pupil of The Year Awards and now I can see for myself why it is held in such high esteem'.

Jim Hutchinson, Vice Chair provided the vote of thanks of behalf of the Association and wished all the winners good luck as they embark on their journey to Secondary School.



Sophie & Family



Leah & Family



Murray & Family

Sheltered News & Update

Review of Staff Structure

To reflect the changing needs of service and service users there has recently been a requirement to restructure our Care Service Staff. Please meet the team.....



Arlene Dickson - Care Service Manager



Fiona McGregor - Housing Support Assistant



Ann McColgan - Full Time Support Worker



Raymund Mauchan - Full Time Support Worker



Christine Hendry - Full Time Support Worker



Yvonne Mathieson - Part Time Support Worker



Alexis Beattie - Part Time Support Worker



David McGarrigle - Sessional Support Assistant

Annual Bus Run

This year the Sheltered Tenants bus run was to Ayr, stopping on the way at Lindy's Tea Room in Hansel Village in Symington for tea and coffee. The group continued to Ayr, spending the remainder of the day at their leisure. A good day was enjoyed by all.



Dobbies for a Brew

At the beginning of the summer, tenants from both sheltered complexes enjoyed a lovely sunny afternoon at Dobbie's Garden Centre in Milngavie. Following the short coach trip tenants were free to browse at their leisure and later some enjoyed an Afternoon Tea consisting of sandwiches, scones, cakes with tea & coffee before returning home.

Another Blackpool Adventure

Another year, another trip to Blackpool. A small group of tenants and friends recently headed to Blackpool for a five-day break. The trip was organised by Alexis Beattie, Support Worker based in our Nairn

Street complex. The group, staying at the Royal Seabank Hotel, enjoyed the glorious weather and also enjoyed everything Blackpool has to offer. Some were even very lucky at the evening Bingo!!!

Strawberry Fields

In June, tenants of our Sheltered Housing Complexes enjoyed a special treat. Strawberries picked fresh from the Association Moon Garden. Suffice to say these didn't last long! Tenants would like to thank our Gardener, Tony Pirrie, for the crop of fruit.

Continuing the Strawberry theme, tenants at both our complexes enjoyed a Strawberry Tea Lunch in July. Lunch consisted of sausage rolls, a selection of sandwiches followed by delicious Strawberry tarts from Villa Bakery. All tenants enjoyed their lunch and the Strawberry Tarts of course!

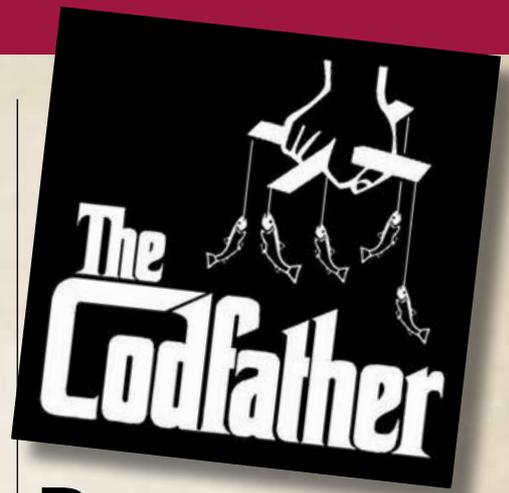


Summer Social

This year's Summer Social was held in the Town Hall on Tuesday 11th July. The Tenants enjoyed a fabulous afternoon and 3 course meal with live entertainment provided by the residents favourite "Jim & The Boys".

Kathleen Stewart also provided some entertainment by singing Stop by the Spice Girls and Honey of My Life by Neil Sedaka. This was followed by some very competitive Bingo with Sandra Moffat, Irene Greer and Claire Brodie having success. Well done ladies!!! The event was well supported from around the community. Special thanks to Ian

Wilson and the staff at the Town Hall for the lovely meals and service and thank you to everyone who helped make this day a success.



Return of The Codfather

Jean and Carla returned to the complexes with their Mobile Chip Van, The Codfather, to feed the tenants at their popular Fish Supper Evening. Everyone had their choice of meal washed down with some tea and coffee.

Staff Leaving

In the Summer, Care Services said goodbye to Thomas Bell. Thomas had worked at the Sheltered Housing complexes for 18 months as a Night Shift Caretaker. We would like to wish Thomas all the best for the future.

Kind Hearted Gesture

Our Care Services Manager Arlene Dickson recently received a lovely letter from one of our new tenants at the Nairn Street complex. The letter from Mr MacLeod was a thank you to all the many members of staff who contributed to his new home and subsequently changing his life.

As a thank you Mr MacLeod has donated £50 on behalf of himself and £50 on behalf of the Association to the Memorial Fund in aid of the 14-year-old girl, Eilidh MacLeod, from the Isle of Barra so tragically killed in the Manchester bombing earlier this year.

TRAGIC EVENT AT GRENFELL TOWER IN LONDON

You will no doubt be aware of the recent tragic event at Grenfell Tower in London, which has been covered widely in the news.

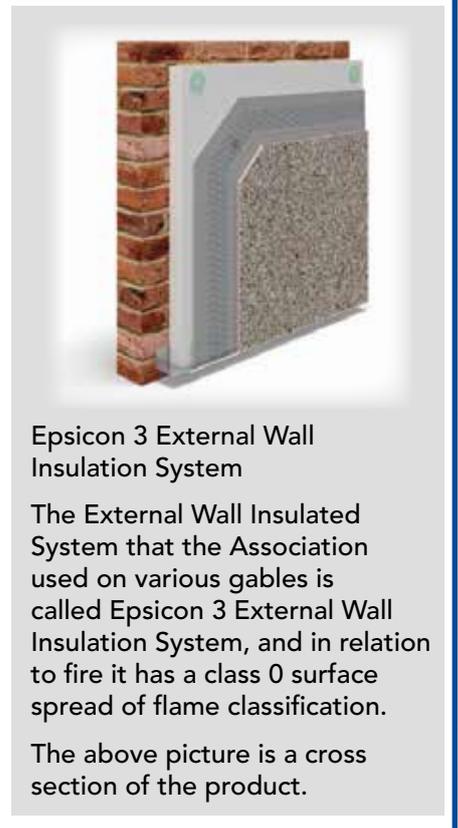
There has been wide speculation that the external cladding system may have contributed to the spread of the fire in the block, although this is not yet confirmed.

Please be assured that your safety is a key priority of the Association. We would therefore like to reassure you that the material used in the external cladding of your block is made of a different material to that at Grenfell Tower, and complies with current building and safety standards in Scotland.

Fires in our properties are rare, however we would ask that you play your part to ensure the safety of yourself, your neighbours and the block. Please ensure that there is no rubbish or furniture left in communal areas, even for a short period of time, and that you check your smoke alarms regularly.

The Association will replace defective or missing smoke alarms. If you don't have one or you think yours may be defective please contact us on 0141 952 2447 (option 1) immediately.

Should you have any further queries, please do not hesitate to contact the Property Services Department on the telephone number above.



Epsicon 3 External Wall Insulation System

The External Wall Insulated System that the Association used on various gables is called Epsicon 3 External Wall Insulation System, and in relation to fire it has a class 0 surface spread of flame classification.

The above picture is a cross section of the product.

Lee-Ann on the Estate

Lee-Ann here! I would firstly like to say thanks again for all your help with keeping Dalmuir as pretty as we know it can be. We have received lots of information in relation to fly-tipping which does help greatly as these issues can be dealt with more quickly and efficiently.

I would ask for your continued assistance in this matter. If you see any fly tipping on the street that you report it to Dumb Dumpers via their reporting page on the West Dunbartonshire Council (WDC) website. Alternatively give them a call on 0845 2 30 40 90. They are responsible for removing bulk items which are on pavements and the more people that contact them the better. You can also report any issues of litter build up on the roads and pavements to WDC on 01389 772059 as it is their responsibility and not that of the Association.

Problems are still arising with our blue recycling bins. These continue to be contaminated by a number of items including: nappies, glass, take away boxes, polystyrene and plastic bags. I have been in communication with the waste services team at WDC in relation to this issue. Contaminated bins are the responsibility of residents to empty or rectify for uplift. However, as a goodwill gesture, WDC have agreed to empty one last time. Due to staffing issues and repeated contamination there may be a delay in this process. Can I ask that all residents are extra vigilant in making sure that

none of the items listed make it into your blue recycling bin as contaminated bins will no longer be uplifted by WDC. This will leave the Association to foot-the-bill which sadly means the possibility of these costs being accounted for within future rent increases.



On a more positive note I am finding that, as a result of a new clerk of works being placed within our current landscaping contractor, there has been a marked improvement on the condition of the lane running parallel with the railway and the back courts.

We have also recently installed CCTV in this lane and on most streets within our area which should hopefully reduce fly-tipping and, at the same time, make everyone feel a little safer when out and about.



MAINTENANCE - AS IT HAPPENS!!

Gutter Replacement Contract

Last year we commenced a gutter replacement programme to the front elevation at 340 – 404 Dumbarton Road. This year we will be concentrating on replacing gutters at 8 – 20 Scott Street and 824 – 830 Dumbarton Road.

The Association consulted with all owners with a series of meetings and we are pleased that the majority were in favour of the works progressing.

The works began in October and scheduled to be complete by mid-December.

KITCHENS AND BATHROOMS

We have completed the third phase of our kitchen and bathroom replacement programme. This included 71 bathrooms and 51 kitchens at a total cost of just over £300,000.

STONEWORK REPAIRS

We intend to carry out stone repairs to the rear of 10 Stewart Street. The work is yet to be tendered and will not start until the new year.

All tenants will be notified when the work is due to start.



STOP A FIRE, SAVE A LIFE!

- Check your smoke alarms are working and advise the Association if they are not and we will have it checked out.
- Keep portable heaters away from curtains and furniture and never use them for drying clothes.
- Never leave electric blankets switched on when in bed, unless it is marked 'suitable for all night use'.
- If you have been drinking alcohol, do not cook.
- Think about how you would get out of your house if you were to have a fire. If there is a fire in your home, close the door where the fire is. This will help protect your escape route and help to slow the fire spreading so quickly. Get out and stay out, and dial 999.
- Smoke inhalation is the main cause of death from fire in the home. Make sure cigarettes are put out properly. Never smoke in bed.
- Unplug or switch off portable heaters when you go out or go to bed. If you have gas heating or gas appliances, the Association fit a carbon monoxide detector in your home and this can be tested by pressing the test button.
- Make sure candles are extinguished before you go to bed.
- At night-time switch off and unplug all electrical appliances not designed to be left on overnight.



THE DRAMA OF SNAPSEED

During a recent spell of photography by Martin Shields of Martin Shields Photography and our Housing Assistant, Kimberley Tennant, some interesting shots were taken within our estate and

services.

Using an App called Snapseed our Finance Assistant, Gary Earl altered some fabulous pictures to make them just that little bit different.

The App is free so why not download it and try it for yourself. Send us the original 'snap' with the Snapseed 'snap' and we'll publish the best ones.



Dunn Street Bird



Buzzing in The Moon Garden



Drama Shot - The Beardmore Garden



DOSCG on Art

Tots Bots

Are you an expectant mother?

AN ADVERTISEMENT BY

West
Dunbartonshire
COUNCIL



We have a real problem with disposable nappies in our landfill sites. There are too many disposable nappies going to landfill giving off harmful gases and we do not know how long they will take to break down and biodegrade.

You can help us to reduce the number of nappies we send to landfill by using real nappies instead of disposable nappies. Only a generation ago every mum used re-usable nappies but times have moved on from big terry towelling nappies and large safety pins. Real nappies nowadays look just like disposable nappies with velcro fastenings and attractive outer shells.

To help you move over to real nappies West Dunbartonshire Council are offering a voucher, in

conjunction with Tots Bots, towards a starter pack which will give you everything you need to get started including 10 nappies, waterproofs, liners and laundry mesh. This will also cut down your costs on weekly nappy bills and help you to reduce the amount of waste you are putting in your landfill bin.

To apply for a Real Nappy Voucher pack

Please call 01389 738203

e-mail Waste Aware advising your name and address.

If your baby has already been born you can still apply and a nappy pack will be sent to you relating to the weight of your baby.

Lucy Rides Again

I have recently competed in the Special Olympics in Sheffield and finished in 4th place for Horse Care and Knowledge. This is basically learning the different parts of the horse, colours and markings, what they eat and how to tie up a hay net etc.



I also came in 5th place for my dressage competition which I really enjoyed participating in. I earned 7th place for working trails which are basically going in and out of blocks and over fences. I achieved around 90% success rate which was really pleasing.

The event was exceptional. After travelling down to Sheffield on Monday 7th August I was united with my horse. We also had an opening ceremony, the following evening, which I also enjoyed thoroughly, followed by the competition Wednesday, Thursday & Friday.



Lucy with her medal haul

Patchwork Ponies

Patchwork Ponies has now been operating for 3 years and are fully licensed and insured.

We offer pony visits, pony parties and pony rides at a reasonable cost with the emphasis on everything we do being the ponies and their welfare.

The Shetland Ponies we use are firstly our pets. All income is used to help with feeding costs, vet bills and the other numerous expenses that come from owning ponies.

We have four ponies in our stables, 'Buddy' our old timer, 'Flossie' our only girl and 'Charlie Magee' our youngest. We also have a Highland Pony called 'Morven'. He is our biggest pony but not used for business as he is too tall for smaller children.

As the ponies are our pets they stay with us for life, so even in their retirement, as in the case of 'Buddy' they will live out their days with us. We feel that this is what sets us apart from our competitors.

Our ponies also have another purpose as they allow children and vulnerable adults the chance to interact with ponies and the surrounding countryside. We have various individuals who come to us regularly to learn about ponies, to ride or just simply to take them for walks.

It's not always work for the ponies, sometimes they even get the opportunity to compete at horse shows. 'Buddy' in his youth helped many a child and adult to win competitions.



Where do they live I hear you ask!! Well we have three fields now. One in Dalmuir, one in Old Kilpatrick and the other in Milton, all within walking distance from each other along the canal/ cycle route.

Unfortunately, our ponies just now have an important fight as their field in Milton may be removed from our ownership by compulsory purchase. This field we hoped to one day be a centre for people with all types of disabilities to visit the ponies. The ponies do not want to be made homeless so we have been out fund raising and making awareness at every opportunity.

Details of how to contact us can be found on our Facebook page - Patchwork Ponies. If you would like to find out more about our campaign please visit our website at www.saveourfield.org.uk

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 737000

Independent
Resource Centre:
0141 951 4040

Dalmuir Library:
0141 952 3532

Dalmuir CE Centre:
0141 531 6300

Clydebank Health Centre:
0141 531 6363

Vale of Leven General:
01389 754 121

Social Work:
01389 737 758

Social Work
Out of Office Hours:
0800 811 505



Dalmuir Park
Housing Association

MEETING THE SCOTTISH SOCIAL HOUSING CHARTER

YOUR LANDLORD PERFORMANCE REPORT 2016 - 2017

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.

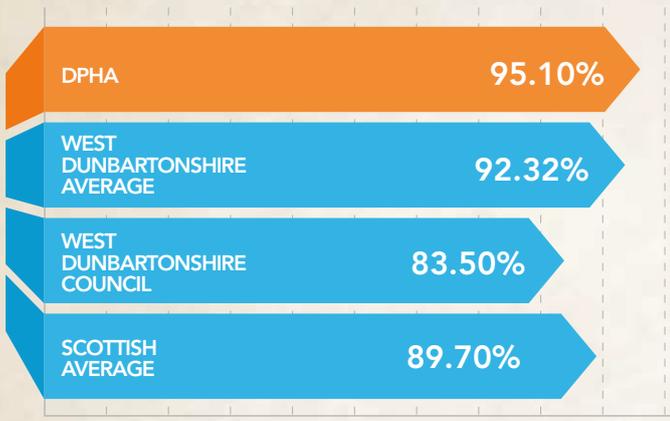
Within this report we have looked at the most significant performance data produced by DPHA to the Scottish Housing Regulator and have compared our performance with other landlord averages to help

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 within the district comprising of Bellsmyre HA, Clydebank HA, Cordale HA, Dunbritton HA, Faifley HA, Knowes HA, Trafalgar HA and West Dunbartonshire Council.

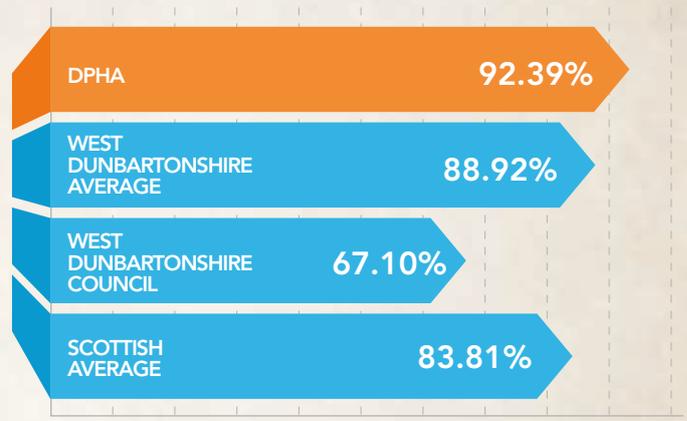
You can access any landlord report by logging onto: www.scottishhousingregulator.gov.uk and clicking on the tab "Find out about your landlords performance".

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



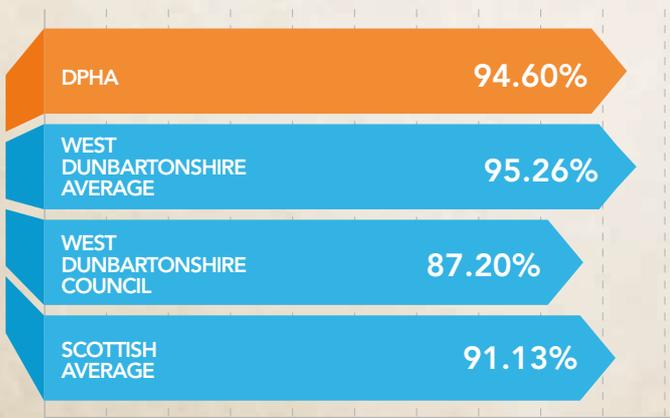
The Scottish average has increased from 89% in last years report to 89.70%, the Associations performance has copied this trend increasing from 91.90% last year to 95.10%

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



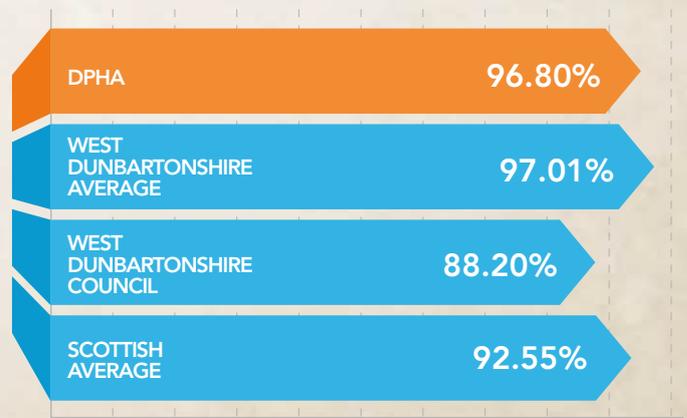
The Scottish average has increased from 81.30% last year to 83.81% this year. However, the Association's performance has decreased slightly from 93.60% last year to 92.39% this year but the figure is still one of the highest within our district.

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



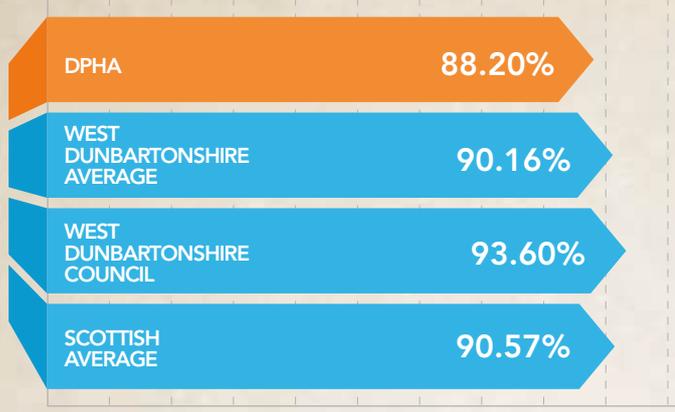
The Scottish average has increased from 90.60% last year to 91.13% this year. However, the Association's performance has decreased slightly from 97.70% last year to 94.60% this year but still comparable to the West Dunbartonshire average.

Percentage of homes meeting the Scottish Housing Quality Standard



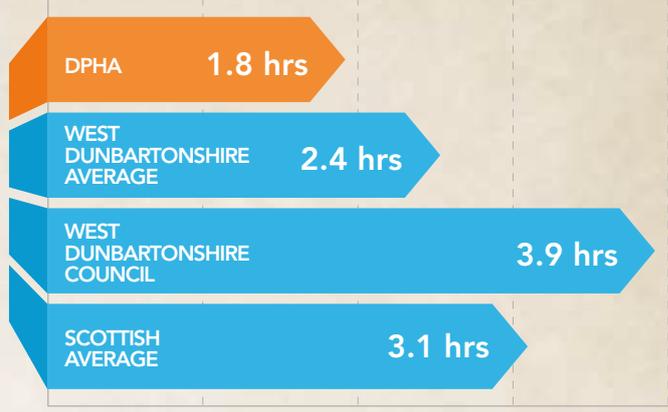
The Scottish average has dropped slightly from 92.80% last year to 92.55% this year. The Association has made a steady improvement from 96.30% last year to 96.80% this year.

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



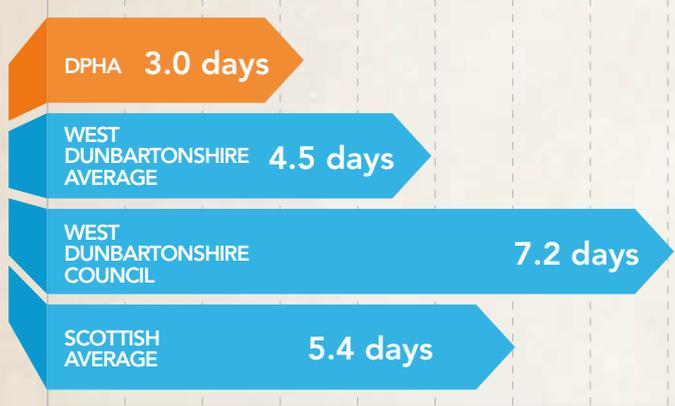
The Association has improved on the above from last year from 85.20% to 88.20% this year. The Scottish average has also increased on last year from 89.90% to 90.57%.

Average number of hours taken to complete emergency repairs



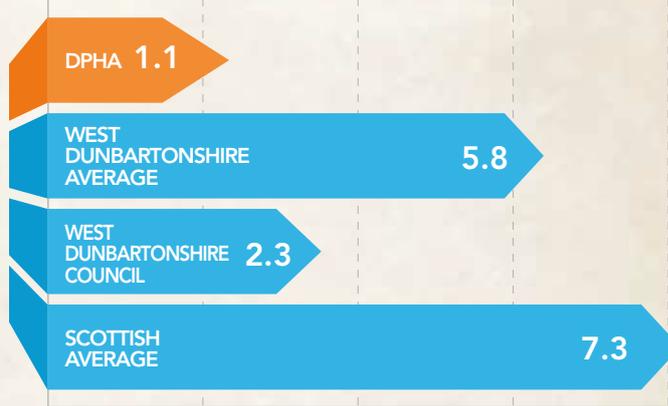
The Scottish average has decreased slightly from 5.1 hours to 3.1. The Association has increased very slightly from 1.6 hours to 1.8. This is still well below the Scottish and local averages.

Average number of days taken to complete non-emergency repairs



The Association has remained steady at 3 days to respond to non-emergency repairs from last year and still outperforming the Scottish and local averages.

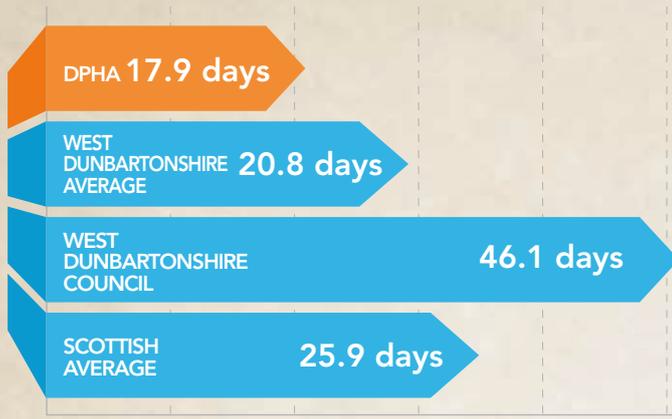
Anti Social Behaviour (ASB) per 100 homes



100% of the Association's Anti-Social Behavioural Cases were resolved within locally agreed targets.

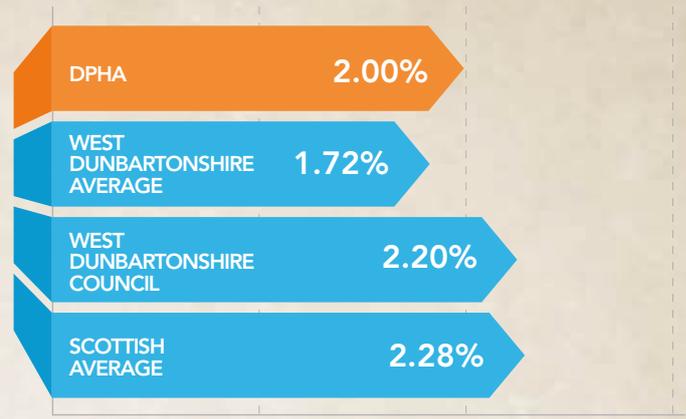


Average length of time in days taken to re-let homes in the last year



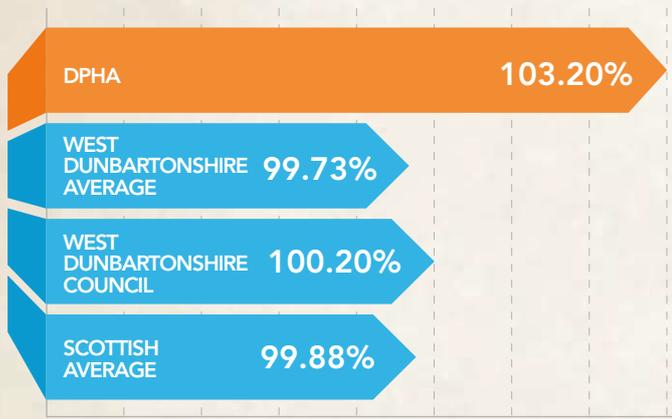
The Association has shown great improvement from last year's figure of 24.1 days to 17.9 days to relet homes. However this is not the case throughout West Dunbartonshire, the average throughout the area has increased from 12.2 days last year to 20.8 days this year.

Rent increase 2016/17



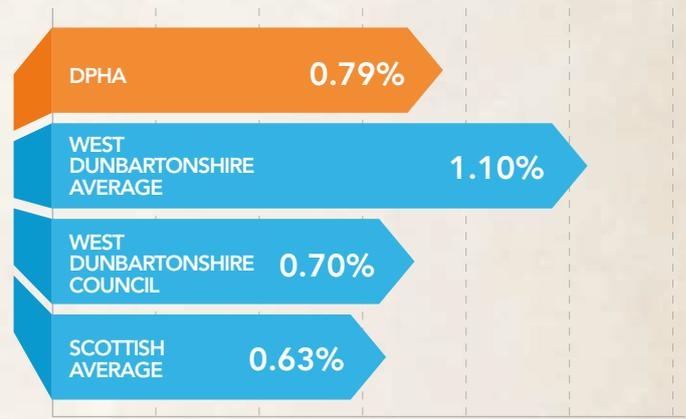
Following on from a Rent Freeze for the year 2015-2016 rent was increased in March 2016 by 2% by the Association. The figure is comparable with the Scottish average but is marginally higher than the West Dunbartonshire average.

Percentage of total rent due collected in the previous year



The Association has collected slightly more of the total rent due in the previous year than the Scottish average.

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



Improvements have been made by the Association this year reducing the rent due not collected through homes being empty from 1.0% to 0.70%. The Scottish average also had similar improvement from 1.0% last year to 0.79% this year. Although the West Dunbartonshire average has increased from 0.4% last year to 0.63% this year.

Dalmuir Park Housing Association

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