

## RENT PAYMENT CAMPAIGN

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. Our **'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 that sadly, some tenants put festive expenses before paying rent for the roof over their head, ending 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 make sure every tenant pays their rent so that we can pay for all of the services we provide and all the investment we want to do in your homes.

If you are worried about paying your rent please speak to your Housing Officer on **0141 435 6537**. **Don't delay, call today!** We are here to help and will support any customer who is in difficulty with their rent or other debts. We can help you directly or help you to access support from partner organisations. However, if you continue to ignore the problem you need to know that we will take firm action and ultimately, you can lose your home through non-payment of rent.



## Office Festive Closure

**Our office** will close at 2pm on Monday, 24 December 2018 and re-open at 9am Thursday, 3 January 2019.

**Emergency Repairs** - if you require an emergency repair during the festive closure you can contact the contractors below however, routine repairs should be reported to our Property Services Team on **0141 952 2447** Option 1, when the Association re-opens after the festive break.

**SALTIRE – Joinery / Electrical**  
**0800 048 2710**

**HI FLOW – Plumbing / Gas**  
**Central Heating 0141 944 6060**

**Our Insurers** - Bruce Stevenson Insurance Brokers will be closed on 25 & 26 December 2018 and 1 & 2 January 2019. If you feel you have an emergency that requires assistance during the festive closure period, such as a fire, flood or storm event please call **0121 411 0535**. In the event that you require further assistance please contact: Frank McGaffney – Loss Adjustor on **07592 111879**

# Be Prepared for Winter

With the winter cold spell with us once again there are many ways you can stay safe and also prevent the cold weather causing damage to your home and your belongings.

## Staying Safe

- Keep cold, flu and sore throat remedies available in the house.
- Follow up your GP's invitation to have a flu jab
- Plan for repeat prescriptions in plenty of time, particularly if bad weather is forecast
- Keep basic food items in the cupboard or freezer in case it's too cold to go shopping.
- Wear several layers of clothes rather than one chunky layer
- Have at least one hot meal a day – and make sure you have hot drinks regularly
- Try not to sit still for more than an hour or so indoors – even moderate exercise can help keep you warm

## Keep Your Home Warm

In order to avoid burst pipes and damage to your home, keep your home reasonably warm day and night. During cold weather it can be cheaper to keep your heating on at all times at a lower temperature.

## Be Prepared

- Make sure you know where your water stop valve is located, so this can be turned off in the event of any problem with leaks.

## For A Burst – what to do:

- Turn off the water at the stop valve.
- Switch off the electricity at the mains.
- Switch off any water heaters.
- Switch off the central heating.
- Open all taps in sinks and baths, making sure plugs are out.
- If possible, collect water in pots for flushing the toilet and washing.
- Call the emergency plumber on **0141 944 6060**
- Warn neighbours who could be affected.
- Notify the Association as soon as possible

## Ceiling Bulge

When there is a water leak, water tries to find the easiest way out, which can be through the ceiling downstairs! If this happens to you, place a bucket under the bulge in the ceiling and gently pierce a small hole in the ceiling bulge to allow the water to drain through. This will prevent the ceiling from saturating and falling down.

## Pipes Are Frozen But Not Burst?

- Turn off the water at the stop valve.
- Open all taps in sinks and baths, making sure plugs are out.
- If possible, collect water in pots for flushing the toilet and washing.
- Call the emergency plumber **0141 944 6060**

## JOB ALERT - Casual Care Staff Required

Are you looking for a new challenge or a career in adult care? Do you have experience in working with adults on a professional or personal level?

**We are looking for casual staff within our sheltered housing services. Full training is provided, with an hourly rate of £8.75 per hour.**

If you are interested, please call our Care Services Manager, Arlene Dickson 0141 952 2447, Option 3 at any time for an informal chat.



# Home Energy Scotland

Did you know that heating accounts for about 55% of what you spend in a year on energy bills, and that the average saving you could make by switching supplier is £200, but it could be as much as £300 if you have never switched at all?

You can start to take control of your energy bills in a range of ways, so we have teamed up with Home Energy Scotland to help you find out how.

Funded by Scottish Government, Home Energy Scotland provides free, impartial energy advice designed to help householders make informed decisions. Home Energy Scotland has no connection with any energy supplier and does not cold call.

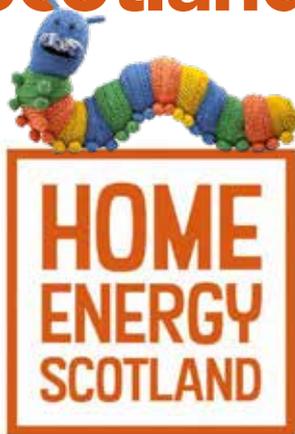
At this time of the year, heating systems start to be put to the test, so now is a great time to make sure you are set up so as to get the most out of your system. Advisors can help in a range of ways, including how to manage your heating controls, and simple ways to help you save energy and keep your home warmer for less. The team can also see if you're eligible for financial support, benefits and incentives, and advise on shopping around for a cheaper energy supply.

## Free prize draw\*

Home Energy Scotland is offering a chance to win FREE energy bills for a whole year. Imagine a year with no energy costs; and if you follow the team's top tips too, a cheaper annual cost in future.

\*Terms and conditions apply

To find out how Home Energy Scotland help you, family or friends, call free of charge on 0808 808 2282 or email [adviceteam@sc.homeenergyscotland.org](mailto:adviceteam@sc.homeenergyscotland.org) and a friendly advisor will call you back. Alternatively, contact the team on Facebook - @HomeEnergyScotlandSC or Twitter - HES\_SC.



## GARDEN COMPETITION WINNERS

Dalmuir Park tenant's gardens were in full bloom this year and we were so impressed by the display of flowers that we have added a best balcony category to our competition. We really appreciate the hard work that goes into these beautiful gardens and feel very proud of the effort and dedication that you - our residents put in year after year. Congratulations to this year's winners:

**BEST GARDEN** - Mrs Murphy

**BEST BALCONY** - Mrs Colford

**BEST IMPROVED GARDEN** - Mrs McCallum



## Top tips to keep you cosy for less

- Set your heating controls to manage the temperature of your home. Remember to use the weekday and weekend settings.
- Contact DPHA's Customer Services Team on 0141 435 6537 if your radiators need bled. This will avoid cold spots and get the most out of your heating system.
- Keep your radiators clear and avoid putting furniture against them. Drying your washing on the radiator can make your house colder and can also encourage condensation and mould growth.
- Your room thermostat should be set to the lowest comfortable temperature, which is typically between 18°C and 21°C degrees. Turning down the room thermostat by one degree can save up to £75 a year.
- A quick shower uses less water and energy than taking a bath. For every minute you shave off your daily shower, you'll save £7 a year on your energy bills.
- Use heavier curtains during the winter months and make sure you close them when it gets dark to keep the heat in and the cold out.
- Regularly comparing energy tariffs and deals can help you make sure you're getting the best gas or electricity tariff for your usage and the best service offer.

# Universal Credit Guide



Full roll-out of Universal Credit in West Dunbartonshire commences from Wednesday, 28 November 2018.

## What is Universal Credit (UC)?

Universal Credit is a new social security benefit for people of working age who are in or out of work. Universal Credit combines means tested support for adults, children & housing costs into one payment.

Any new claim for means tested benefit from 28 November 2018, will be a claim for Universal Credit. Universal Credit will replace

the following benefits from 28 November 2018:

- Child Tax Credits
- Working Tax Credits
- Housing Benefit
- Income Support
- Income based Jobseeker's Allowance (JSA)
- Income related Employment & Support Allowance

If you currently receive any of these benefits, you can't claim Universal Credit at the same time.

You may be able to get Universal Credit if you're on a low income or out of work.

You can find out more about Universal Credit by visiting <https://www.gov.uk/universal-credit>

If you require advice on how Universal Credit may affect you, please make an appointment with our Housing Team on **0141 435 6537**.



## TENANT'S PANEL MEETING

Earlier this year, we set up 2 new Tenant Panels. These are informal groups where we can get views from customers on how we are doing and new ideas we are working on.

If you are interested in joining the Panels, please contact Kimberley Tennant on **0141 435 6532** or email [kimberley.tennant@dpha.org.uk](mailto:kimberley.tennant@dpha.org.uk)

## YOUR HOUSING TEAM

You can contact the Housing Team on **0141 952 4227 Option 1** or **0141 435 6533** for rents and service charges issues, repairs, housing applications and waiting list enquiries, adaptations and estate management issues. You can also email us at [admin@dpha.org.uk](mailto:admin@dpha.org.uk)



## Nairn Street – New Street Signs

Following requests from tenants at Nairn Street sheltered housing complex, new signage has now been put in place to help visitors and emergency services find their way around the complex. Children from our out of school group, DOSCG gave the signage a trial run and found addresses easy to find.



# DOSCG NEWS

## DOSCG - Christmas 2018 Closure

DOSCG will be closed from Monday 24 December 2018 and re-open on Thursday 3 January 2019.

A Playscheme will operate on Thursday 3 January and Friday 4 January 2019 from **7:45am to 6:00pm** and costs **£22.75** each day. If you would like to book any additional places, please do this before DOSCG closes on the 21 December by phoning **0141 951 4499**.

Schools return on Monday 7 January 2019. Term time costs are:

Morning:  
**7:45am to 9:00am**  
£5.70

Afternoon:  
**3:00pm to 6:00pm**  
£11.95

Full Day:  
Morning & Afternoon  
£17.65

# SHELTERED HOUSING NEWS

## Sheltered Housing Tenants Meeting

Why not come along to our next sheltered housing tenants meeting and have a cup of tea or coffee? Next meetings are scheduled for:

Nairn Street 18 January 2019 at  
11am in the Common Room

Shaftesbury Street 25 January 2019  
at 11am in the Common Room

## IT Computer Training

Since July our Nairn Street tenants have been taking part in one to one computer training provided by Gordon Harrower from WDCVS, learning new skills in IT and computing. We are hoping that this will be rolled out later in our Shaftesbury Street complex.

## Funding Fit...

Staff recently attended an Activ8 course organised by the Care Inspectorate. The course highlighted the benefits to the well-being and health of our older people by moving a little bit more. We received £250 funding from Scotmid Co-op and we plan to introduce activities to help promote and encourage our sheltered tenants to move more and stay as active as they possibly can.

## Glass Class

Would you like to try making a piece of stained glass? Come along to Shaftesbury Street complex on a Wednesday afternoon 2-4pm and join in the fun. The cost for the materials is £2.00.

For more information call  
**0141 952 6962**.



# Kitchens, Bathrooms and Close Painting Update

Our new kitchen installations are well underway with most of our planned upgrades now completed.



Letters have been issued to tenants and surveys are underway for the planned bathroom upgrades in January 2019. We now need to carry out surveys before any new bathrooms can be installed. Our contractor will contact you for access. Please remember, if you don't allow access, this will delay your new bathroom being installed.



Our painting contractor, J S Harvie is currently working in the area on our close and external painting contract, which started in September this year. The contract is going well and is planned to be completed before Christmas. When the weather is dry, the contractors will concentrate on the external painting and move indoors when the weather is at its wintery best.

## Festive Bin Collections

Due to festive holidays your bin collection will be uplifted on an alternative date.

- Tuesday 25 December 2018 – will now be Saturday 29 December 2018
- Wednesday 26 December 2018 – will now be Sunday 29 December 2018
- Tuesday 1 January 2019 – will now be Saturday 5 January 2019
- Wednesday 2 January 2019 – will now be Sunday 6 January 2019

Your bins will be taken out as usual by our contractor.

## Additional Waste Collection

Dumping your personal belongings is a breach of your tenancy agreement.

Additional waste can be taken to your local recycling centre or, if you are unable to do this, you can contact West Dunbartonshire Council by calling the Contact Centre on **01389 737000**, Monday - Thursday 9am - 4.30pm & Friday 9am - 3.30pm. There is a charge of **£19.00** in advance for this service and covers approximately **10 items** with an itemised list taken at the time of booking.

Alternatively, you could call Allsorts Recycling, for an approximate cost on **01389 734838**.

Tenants who are identified as dumping personal items will be liable to pay a sizeable bill for any cleaning undertaken by DPHA on their behalf. Fly tipping is illegal and therefore if you fly tip, you are committing a serious offence and can be fined, or even prosecuted. If you see anyone fly tipping, call Dumb Dumpers on **0845 230 4090**.



## Statutory Right to Repair

We have updated our policy on the tenants right to repair scheme – which we are legally required to have in place. Please visit our website [www.dpha.org.uk](http://www.dpha.org.uk) to see a copy of the new policy or contact us on **0141 952 2447**, Option 1 to request a copy.

To report a repair, please contact our Customer Services Team on **0141 435 6537**.

# AGM and 40th Anniversary Celebration

Our AGM was held at the Golden Jubilee Hotel on the 10th September and was well attended with 36 shareholders present and 8 observers.

Shareholders were presented with a review of the Association's performance and financial position from the last year.

Shareholders were given an update to the Association's high engagement with the Scottish Housing Regulator; reporting that early positive changes had been achieved in a short period of time following the publication of the Regulator's revised Regulation Plan for the Association in June 2018.

Shareholders were advised of the appointment of Mags Lightbody as Statutory Manager, Catherine Lowe as Interim Director and the appointment of the Chair and

5 others to the Management Committee to address governance failings and ensure compliance.

An update was given, advising Shareholders that the Association had commissioned and considered recommendations from a strategic options appraisal, advising that the Management Committee has decided to explore forming a partnership with a local Clydebanks based housing association. Shareholders were advised that this process would be concluded by the end of December 2018. Confirmation was given to shareholders that any changes would be in consultation with tenants.

Following the AGM, shareholders attended the Association's 40th anniversary high tea, enjoying a lovely meal and a selection of cakes. A



short speech was given by the Chair and our annual garden competition prizes were presented by our Vice Chair, Craig Edward. Guests enjoyed music provided by Ashton Lane.

## Our Management Committee

**Gordon Laurie**  
Chair

**Craig Edward**  
Vice Chair

**Seonaid McDonald**

**Isobel Gill**

**Graham Parton**

**Robert Murray**

**Ashely Stockley**

**John Lennox**

**John Robert Murray**

**Anita Williamson**

**Bob McDougall**

**Jack Marshall**

**Audrey Simpson**

**Matthew Reid**

## It's important to keep your tenancy details up to date

The tenancy agreement you have with us is a Scottish Secure Tenancy Agreement. We wrote to all tenants in August 2018 explaining that Scottish Secure Tenancy rights will be changed by the Housing (Scotland) Act 2014.

You don't need to sign another Tenancy Agreement as the changes will take effect automatically on the commencement dates stated in the factsheet. The changes include informing us of any changes to your household composition, subletting, assignment and joint tenancy, adapted properties and taking over the tenancy after the death of a tenant. Let us know about changes in who is staying with you, or in any personal circumstances that may affect your tenancy.

If you have any questions relating to the changes please contact our Housing Team on 0141 435 6537, who will be happy to explain any of the changes in more detail and answer any questions you may have.

A copy of the factsheet is available on our website at [www.dpha.org.uk](http://www.dpha.org.uk) or, If you require another copy please contact the Housing Team at [housing@dpha.org.uk](mailto:housing@dpha.org.uk).



# Weekly Close Cleaning Schedule

At our last tenant panel meeting, tenants asked for us to publicise our close cleaning schedule including information on what our contractor would be responsible for. Cleaning will take place at the following addresses on:

MONDAYS	TUESDAYS	WEDNESDAYS	THURSDAYS	FRIDAYS
6 Agamemnon Street	491 Dumbarton Road	The Crescent	2 Adelaide Court	6 Burns Street
12 Agamemnon Street	493 Dumbarton Road		4 Adelaide Court	9 Burns Street
5 Caledonia Street	499 Dumbarton Road		6 Adelaide Court	11 Burns Street
11 Caledonia Street	501 Dumbarton Road		8 Adelaide Court	12 Burns Street
340 Dumbarton Road	505 Dumbarton Road		9 Adelaide Court	13 Burns Street
342 Dumbarton Road	511 Dumbarton Road		10 Adelaide Court	15 Burns Street
346 Dumbarton Road	513 Dumbarton Road		11 Dunn Street	16 Burns Street
348 Dumbarton Road	515 Dumbarton Road		13 Dunn Street	17 Burns Street
352 Dumbarton Road	521 Dumbarton Road		15 Dunn Street	18 Burns Street
398 Dumbarton Road	523 Dumbarton Road		17 Dunn Street	19 Burns Street
404 Dumbarton Road	2 – 4 Nairn Place		19 Dunn Street	20 Burns Street
427 Dumbarton Road	8 – 14 Nairn Place		21 Dunn Street	21 Burns Street
433 Dumbarton Road	9 – 11 Nairn Place		3 Stewart Street	22 Burns Street
441 Dumbarton Road	15 – 25 Nairn Place		5 Stewart Street	23 Burns Street
449 Dumbarton Road	22 – 28 Nairn Place		9 Stewart Street	800 Dumbarton Road
457 Dumbarton Road	36 – 42 Nairn Place		10 Stewart Street	804 Dumbarton Road
465 Dumbarton Road	1 – 11 Nairn Street		11 Stewart Street	824 Dumbarton Road
471 Dumbarton Road	19 – 27 Nairn Street		12 Stewart Street	830 Dumbarton Road
561 Dumbarton Road	45 – 55 Nairn Street		13 Stewart Street	3 Glebe Court
569 Dumbarton Road	57 – 63 Nairn Street		14 Stewart Street	9 Pattison Street
577 Dumbarton Road	2 Iona Crescent		15 Stewart Street	13 Pattison Street
595 Dumbarton Road	5 Iona Crescent		8 Scott Street	15 Pattison Street
599 Dumbarton Road	8 Iona Crescent		10 Scott Street	16 Pattison Street
609 Dumbarton Road	18 Iona Crescent		12 Scott Street	17 Pattison Street
617 Dumbarton Road	28 Iona Crescent		14 Scott Street	18 Pattison Street
623 Dumbarton Road	32 Iona Crescent		16 Scott Street	19 Pattison Street
696 Dumbarton Road			18 Scott Street	
2 Shaftesbury Street			20 Scott Street	
3 Shaftesbury Street			22 Scott Street	
5 Shaftesbury Street			8 Swindon Street	
			10 Swindon Street	

## Ground Maintenance – Winter Programme

During the winter season there is less need to cut grass or maintain flower beds and shrubbery however, our ground maintenance work will continue. Our contractors will still be out and about collecting litter, maintaining trees and hedges, controlling moss and

weeds and power washing bin stores. When there is snow and ice, they will grit paths and clear the snow.

If you need any further information regarding work being carried out, please contact our customers services team on 0141 435 6537.



# Our Close Cleaning Contractor is responsible for the following programme of work:

	WEEKLY	MONTHLY	QUARTERLY	ANNUALLY
<b>INTERNAL</b>	Hoover all carpeted areas where applicable. Sweep and wash uncarpeted floor areas where applicable. Wash/wipe nosings on carpeted/composite flooring where applicable. Wet clean handrails and railings. Dust skirtings, window frames, cills and deadlight cills above doors. Dust light fittings and ledges as necessary. Wipe dirty marks from staircase walls and painted surfaces as necessary. Clean metal finished surfaces where applicable. Front entrance mats shall be brushed and cleaned. Remove unwanted advertising material / junk mail and dispose of offsite.	Clean front and rear main entrance doors including glass Clean stairwell windows including wiping down cills.		Carry out intensive deep clean to carpeted areas and or floor coverings where applicable
<b>EXTERNAL</b>	Sweep external entrance porches. Sweep out bin store and apply disinfectant as necessary.	Clean front and rear main entrance doors including glass	Clean stairwell windows using telescopic cleaning system. Accessible low-level window cills to be wiped down.	



## WHEELIE BIN PRESENTATION AND COLLECTION

Arrange for all close wheelie bins to be presented at kerbside to be uplifted by West Dumbartonshire Cleansing Dept. on applicable day.

Collect and return close wheelie bins to bin store following uplift by West Dumbartonshire Cleansing Dept. on applicable day.

# Remembrance Day Ceremony

Local tenants attended a wreath laying ceremony at the Beardmore War Memorial on Remembrance Sunday. A two-minute silence for the fallen soldiers and animals during WW1 was held.

The event was organised by Graeme Parton, a member of our Management Committee.



To reflect the new future of DPHA we have created new values, vision and culture for the organisation. Here are our new commitments to you.

# Every day, every time we will

## Our Values

### Customer Focused

Pay attention to customer needs

### Committed

Be responsible, do the right thing and careful with our spending

### Community

Understand our customers and consider them in all we do in the community

### Caring

Care for our customers and want them to feel safe and secure



**Dalmuir Park**  
Housing Association

*Your Future Our Future*

## Our Vision

**sustainable vibrant community - well maintained homes**  
**pleasant environment - high quality services**  
**supporting the community**

## Your Future My Future

at the heart of the community -with our customers' needs at heart we are committed to



### Here

Be here  
Be available  
Own issues  
Find Solutions

### Excellent

Be the Best  
Create and tailor better services  
Review and Improve

### Accountable

Be open and honest  
Be well organised

### Results

Be at the top  
Tell all how and what we are doing  
Find ways to do better

### Together

Be inclusive  
Treat all will care and respect  
Listen and act

# 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 435 7590**

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**

## Winter Vegetable & Lentil Soup

When it is cold outside, treat yourself to a healthy homemade vegetable soup, packed with immunity supporting vitamin C and... it's four of your 5-a-day.

Preparation time: 10 minutes

Cook time: 30 minutes

Serves: 2

### Ingredients

- 85g dried red lentils
- 2 carrots, quartered lengthways then diced
- 3 sticks celery, sliced
- 2 small leeks, sliced

- 2 tbsp tomato purée
- 1 tbsp fresh thyme leaves
- 3 large garlic cloves, chopped
- 1 tbsp vegetable bouillon powder
- 1 heaped tsp ground coriander

### Method

- Tip 85g dried red lentils, 2 quartered and diced carrots, 3 sliced celery sticks and 2 sliced leeks into a large pan with 2 tbsp tomato purée, 1 tbsp fresh thyme leaves, 3 chopped garlic cloves, 1 tbsp vegetable bouillon powder and 1 heaped tsp ground coriander.



- Pour over 1½ litres boiling water from the kettle, then stir well.
- Cover and leave to simmer for 30 mins until the vegetables and lentils are tender.
- Ladle into bowls and eat straightaway, or if you like a really thick texture, blitz a third of the soup with a hand blender or in a food processor.

# Paying Your Rent

## Direct Debit



The easiest way to pay your rent, if you have a current bank or building society account, is by Direct Debit. You can pay weekly, fortnightly, four weekly or monthly. Simply contact us for a form, which we can help you fill in and we will take care of the rest.

## By Cheque



You can post or bring in a cheque made payable to 'Dalmuir Park Housing Association'. Please write your name and address on the back. This method is the only one where payments take more than 24 hours to credit your rent account. Cheques can take up to five working days to reach your account, so, make sure that you pay in plenty of time for your rent to be credited to your account by the 28th of each month.

## AllPay



There are many different ways to pay your rent using your AllPay payment card. You can use your AllPay card to make payment at any outlet displaying the AllPay logo. All you need to do is take your AllPay card to the counter along with your payment and hand them over. You will be handed back your card along with a printed receipt, which you should keep in a safe place to prove you've paid.

## Telephone



This service is available 24 hours a day, 7 days a week and the majority of debit cards are accepted.

Just ring **0844 557 8321** and follow the simple instructions. Please have your AllPay card ready.

You can also telephone our offices on **0141 435 6537** and we can take payment.

## Internet



This service is also available 24 hours a day, 7 days a week and the majority of debit cards are accepted. Visit [www.allpayments.net](http://www.allpayments.net) and have your debit card and AllPay card handy.

If your AllPay card is lost or damaged, please contact your Housing Officer on **0141 435 6537**, for a replacement card.

## AllPay App



You can download the AllPay App onto your phone or tablet from Google Play or iTunes. You can pay your rent easily, wherever you are, at the touch of a button.

Pay Rent!



## 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 • email: [admin@dpha.org.uk](mailto:admin@dpha.org.uk)

Opening hours are Monday to Friday 9am to 4.45pm

Dalmuir Park is registered charity no. SCO 3347  
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