

## Dalmuir Park to Stay Independent!

**After 16 months of hard work since we were moved into high engagement with the Scottish Housing Regulator (SHR) in December 2017, we have been carefully considering the best future shape for the association to do most for our tenants and service users.**

We have been on a journey and have been able to demonstrate to the SHR that we have dealt with many of the issues that arose from the move to high engagement. We hope that you are now seeing some of these changes personally in terms of improving the quality of services to our customers and investing in your homes and the environment.

After a full and detailed review of the options, we have now taken the decision to stay independent rather than pursue joining a large housing association. We will look at this again every 3 years when we develop each new business plan.

Both the new Management Committee and the staff team have worked hard to bring about the changes behind this decision and I would like to personally thank everyone for their efforts to get us to this point and to all of our customers for your support over this period of necessary change.

In making this decision, we carefully considered what we have achieved over this past 16 months and saw evidence that Dalmuir Park Housing Association (DPHA) today is quite a different and better place. Here are the highlights of what we have done:

- Five new members on the Management Committee and real improvements in how the associations' affairs are governed
- Much improved performance on letting houses and collecting rent
- Improved the already high tenant satisfaction levels

- Improved value for money
- Lower management costs
- Lower rent increase for 2019/20 than we had assumed in our business plan
- Investment now rolling out to your homes with plans to spend around £1m per year on improvements over the next 5 years
- Continued good Care Inspectorate gradings for our sheltered and DOSCG (Dalmuir Out of School Care Group) services

Crucially, we listened to the views of our two Tenant Panels over the past year and recently surveyed wider tenant opinion on the options of DPHA staying independent or joining a large association. Both the Panels and the survey favoured DPHA staying independent ***provided that we deliver what we have promised.***

Our decision wasn't taken lightly as we know in doing this, we must prove to you and also the SHR that we can ensure a sustainable, well governed association going forward.

We therefore know that we need to keep up the hard work and deliver on three key challenges. The first is maintaining good governance through a Management Committee with the skills necessary to provide strategic leadership and scrutinise the work of our staff team. Our second is to find the right new leader for the Association once we end the current interim leadership arrangements and the make sure we have the right overall staff structure to deliver our plans. Our third is to continue to improve services to you and to keep our costs as low as we can so that we can keep your rents and service charges affordable.

***We are confident that we can do all of this.***

We will be recruiting for the vacancies we have on the Committee over the

next few months and are really keen to add people with skills in care, finance and asset management. If you are interested, please see the advert in the newsletter and get in touch with us for a chat. Although myself and other members of the Committee joined as appointees by the SHR, several of us including myself have committed to stay on the Committee either as full members or co-optees for a period to help bed in all the changes.

We will be advertising to recruit a new Director late this year and our current Interim Director, Catherine Lowe, will be staying on until we have the right person in place to lead the organisation. We have also started a review of the rest of the staff structure to make sure we have the right people in place to deliver what we need to do.

We will continue our journey of improvement which will be closely monitored by our Management Committee and the SHR. We still have a lot to do and you will see more improvements and investment in our houses over the coming period. The SHR will continue to review our progress and will formally consider our engagement status in the coming period. We will feedback on what they say.

On behalf of the Management Committee, we look forward to a bright future for DPHA as your landlord/ support provider of choice and to really make a positive difference for the people of Dalmuir.

**Gordon Laurie**

*Chair of  
Dalmuir Park  
Housing  
Association*



# Rent Increase and Service Charge Review 2019/20

Tenants are reminded that our 2.9% rent increase will come into effect on 28 March 2019. Our service charges are included in your rent and have also been reviewed for the new financial year and are now:

SERVICE	CURRENT	2019/20	CHANGE
TV Aerial Maintenance	£0.45	£0.56	£0.11
Door Entry Systems	£1.32	£1.43	£0.11
Communal Fans	£4.08	£4.45	£0.37
Grounds Maintenance	£9.53	£12.28	£2.75
Staircleaning	£16.79	£14.61	-£2.18
Estate Lighting	£4.18	£3.94	-£0.24
Housing Support (Sheltered Housing)	£159.79	£160.35	£0.56

Tenants in receipt of Universal Credit or Housing Benefit should contact their benefit provider to advise them of the changes to their monthly rent payment. If you need further advice or help in paying your rent, please contact your Housing Officer; **Margo MacPherson 0141 435 6529** or **Kimberley Tennant 0141 435 6532**



## Rent Consultation - Winner

The winner of the draw for £50 voucher was Earl McLaughlin who is pictured receiving his voucher from Kimberley Tennant, Housing Officer in DPHA's offices.



## Housing Officer Areas

Our Housing Officers cover the following areas:

### Kimberley Tennant

Phone: 0141 435 6532

email: kimberley.tennant@dpha.org.uk

Burns Street  
800-830 Dumbarton Road  
Dunn Street  
Pattison Street  
Stewart Street  
Swindon Street  
The Crescent



### Margo MacPherson

Phone: 0141 435 6529

Email: margo.macpherson@dpha.org.uk

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

# WE NEED YOU!

Now that DPHA has made the decision to remain an independent association, we need new Management Committee members. The Committee provides strategic direction and controls and leads the Association to ensure it is well-run and that performance is good and monitored effectively. They delegate the responsibility for the day to day management and running of the organisation to staff, through the Director.

Some of the benefits you can expect from serving on the management committee include:

- Open your career paths with new skills and knowledge
- Get personal satisfaction from giving something back to the community

- Make a real difference to improve the quality of life for the local community and beyond
- Build a sense of achievement and improve your confidence and self esteem
- Have your views heard in a mutually supportive environment
- Play a crucial role in taking forward the work of DPHA

We would particularly like to hear from local professional people who have skills or experience in any of the following areas:

- Care & support
- Financial management, risk, audit, assurance
- Property maintenance or construction



The time commitment just a few hours each month. Applying is easy, just complete our short application form on-line at [www.dpha.org](http://www.dpha.org) call in for a form or call **Lesley Gillespie**, Senior Corporate Services Officer on **0141 952 6522** for an informal chat.

## 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.





## Forthcoming Events

Keep your diary free for the following events:

**MAY:** Do you fancy a day trip to Dobbie's at Milngavie? A trip with transport is being organised; tenants can pick up a bargain and book a table for afternoon tea. Look out for further information in the Common Rooms.

**JUNE:** Our annual bus trip will be taking place. Tenants will be given a choice of places to visit for their day out. The cost for the trip is met from the complex funds. Details will be advertised soon.

**JULY:** Tenants can look forward to the very popular Strawberry Teas which will be held in both our Shaftesbury and Nairn Street complexes.

## You are Invited to Easter Lunch

Tenants are invited to Easter Lunch on the following dates:

- Shaftesbury Street - Common Room 16 April at 12 noon.
- Nairn Street – Common Room 17 April at 12 noon

## Jukebox Memories

On Saturday 13 April, tenants who have booked to go and see Jukebox Memories will be going to the Pavilion Theatre in Glasgow. Transport will be provided.

## Sheltered Tenants Meeting Dates 2019-2020

### Nairn Street Sheltered Tenants

Date	Time	Venue
31 May 2019	11am	Common room
26 July 2019	11am	Common room
13 September 2019	11am	Common room
8 November 2019	11am	Common room
10 January 2020	11am	Common room

### Shaftesbury Street Sheltered Tenants

Date	Time	Venue
7 June 2019	11am	Common room
19 July 2019	1 am	Common room
20 September 2019	11am	Common room
15 November 2019	11am	Common Room
17 January 2020	11am	Common room

# 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** 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.

# Allocations Policy Review and new Tenancy Agreements

New legislation, the Housing (Scotland) Act 2014, has made several changes to the rules that we follow when letting our houses and has introduced changes to the Scottish Secure Tenancy (SST) Agreements. These rules come into force on the 1 May 2019.

## Allocations Policy

Our Allocations Policy provides a framework to support the allocation of our houses by taking into consideration the needs, demands and aspirations of applicants. The main aim of our Allocations Policy is to address housing need by prioritising applicants based on their individual circumstances and levels of housing need. We need this policy to make sure there is clear and transparent guidance on how we match people who apply for our homes with the homes that become available.

The main changes that the new legislation brings are:

- Under occupation has been added as a reasonable preference and under occupancy points increased to 50 in recognition that this is priority group
- Changes to how we consider applications from owner occupiers
- Removal of 'aspirational' transfer points (10) to avoid any preference for DPHA tenants and offer equality to all housing applicants
- Clarifying the medical assessment section so that both physical and mental health issues are assessed.
- Adding that adapted or ground floor properties will be allocated to applicants with suitable medical needs in the first instance.
- Revising the position in relation to suspension from the housing list of 6 months for applicants receiving and refusing 2 reasonable offers in a 12-month period. Previously it was 3 refusals.
- Revising the arrangements to insecurity of tenancy for HM forces personnel, tied accommodation cases, care leavers and private tenants in receipt of a notice to quit.
- Clarifying the position in terms of the nomination agreement with West Dunbartonshire Council and sheltered housing to make it clear that all vacancies are filled by this nominations process. Applicants wishing to apply for our sheltered housing need to complete a WDC housing application form stating they wish to be considered for DPHA sheltered housing

## Scottish Secure Tenancy Agreement

From 1 May 2019, we are required to have new tenancy agreements in place for all new lets that we grant from that day onwards. The main changes are:

- The provisions coming into effect on 1 November 2019 relating to assignation, subletting, joint tenancies and succession. For qualifying persons in these categories, the house must have been their only or principal home during the 12 months immediately before a written request is made, previously there was no qualifying period.
- We also plan to change our position on the allowing tenants to seek permission to have a dog in our properties. Feedback from some tenants was that our current ban on pets needed to be reviewed. We are proposing to allow tenants to have dogs and introduce guidance on how this will be enforced should there be any issues.
- To reflect the tenant's rights to access personal data under the General Data Protection Regulation (GDPR)

## Consultation

We are required legally to consult tenants and applicants on these changes. We have discussed the draft allocations policy and the draft SST agreements with our two Tenant Panels in March 2019. We have also discussed these with our sheltered housing tenants at their regular meetings. We have written to applicants on our waiting list to invite comment on our draft allocations policy.

You can see the draft allocations policy and the draft SST agreements on our website [www.dpha.org](http://www.dpha.org). You can give us comments through the website by Friday 19th April.

You can also call into the office or phone us on **0141 952 2447** and ask for a copy and give us comments or speak to a member of the housing team and give them verbal comments. Again, we need these by Friday 19th April.

We do want to hear from you on these proposed changes. A report on your feedback will go to our Management Committee before they approve the final policy and new tenancy agreements in time for them being implemented on 1 May 2019.

# Maintenance Matters

## Bathroom Upgrades



Our bathroom upgrades are well underway for this year with 78 bathrooms getting a make-over. We are planning the programme for 2019/20 and will be in touch with tenants over April/May with details.



## Close Painting

The next phase of our close painting will be starting in the summer. Letters will be issued to tenants inviting them to consultation days on either Thursday 25 April from 5pm to 7.30pm or Saturday 27 April 2019 from 10am to 2.00pm to view colour charts and choose their own colour scheme. The areas being painted are, Adelaide Court, Iona Crescent, 340 - 404, 561 - 623 Dumbarton Road.

**\*\*Please contact our Customer Services Team on 0141 952 2447; Option 1, if your close is painted and your front door has not been completed yet, we can organise an appointment for J S Harvies, to return.**

## The Crescent - Heating Upgrade

A new electric heating system with smaller and more efficient storage heaters will be installed in our properties at The Crescent that should be less expensive for our tenants to run.

The installation will start in late Spring 2019 with and we will hold a further consultation event with tenants nearer the time. If you have any questions, please contact your Housing Officer, Kimberley Tennant on **0141 435 6532** or email [kimberley.tennant@dpha.org.uk](mailto:kimberley.tennant@dpha.org.uk)

## Ground Maintenance – Spring Programme

During the winter months our grounds maintenance contractor, Continental Landscapes has been maintaining the area around your homes. As Spring approaches, the contractor is giving our trees a good hair cut ready to look their best for the summer. They will also be cutting back the hedges and shrubs around our walkways and picking up the litter as usual on a fortnightly cycle.

And of course, if Jack Frost visit us unexpectedly the pathways around our sheltered housing complexes shall be gritted.

At the beginning of April the grass cutting will commence, and our hanging baskets will be back at the end of May up to bring some colour to the community.

## Garden Competition 2019

It's that time of year again, when you will be thinking of planting all the flowers that we love to see bloom in the summer months and we shall be choosing winners later on in the summer.

The Association are always very impressed at the high standard of gardens and beautiful balconies. We appreciate the hard work that our tenants put into these beautiful gardens and feel proud of the effort and dedication our residents put in, year after year.

This year we would like to encourage tenants, new and old, to enter our competition and 'wow' us with some beautiful colours this summer time.



The categories are as follow – Best Garden, Best Balcony and Best Improved Garden

And we offer prizes for the chosen winners.

Good luck and may the best garden win!

# Join DPHA's Tenant Panel

Would you like an opportunity to have your say and give feedback on our policies that shape our service delivery to you, our property investments and our repairs service?

**If yes; join our tenants' panel.**

There is no time commitment required on an ongoing basis, you can drop in and join us as often as you want.

Our meeting dates are planned for the following dates:

- 13 May 2019
- 14 October 2019
- 26 August 2019
- 2 December 2019

Meetings are on Monday; at our sheltered housing complex from 3pm or at DPHA's offices in the evenings at 6.30pm (until approximately 8pm); with refreshments provided. Agendas are issued in advance so you know what we will be discussing.



If you would like to be a part of the panel or would like further information, please contact **Kimberley Tennant** on 0141 435 6537 or email [kimberley.tennant@dpha.org.uk](mailto:kimberley.tennant@dpha.org.uk)

## DPHA Celebrate end of 40th Year

Dalmuir Park HA have celebrated the end of their 40th year by presenting hampers to three tenants.

Craig Edward, Vice Chair of Dalmuir Park Housing Association, presented a hamper to Geraldine Cannon, a long-standing tenant of the Association who lives in Scott Street, to mark the end of the 40th anniversary year of the Association.



## Close Cleaning

We know from your feedback that the close cleaning is important to you as a service. We have tendered for the service recently and this has been won by the current contractor CSM. We have jointly awarded this contract with Trafalgar Housing Association.

There will be some changes to the specifications and we will provide more details on our website; [www.dpha.org](http://www.dpha.org)

or you can ask in the office.

The service will continue seamlessly, your bins will continue to be put out and brought back. A schedule for annually deep cleaning each close will be more prominently displayed. If you want to discuss any close cleaning matters, please contact your Housing Officer – see contact details on page 2.



Here Excellent Accountable Results Together



# OFFICE CLOSURE



Our office will be closed for the following public holidays:

## Easter

Friday 19 April 2019 and Monday 22 April 2019

## May Day

Monday 6 May 2019

## Spring Bank Holiday

Friday 24 May 2019 and Monday 27 May 2019

## EMERGENCY REPAIRS

If you require an emergency repair during while our office is closed, you can contact the contractors below however, routine repairs should be reported to our Customer Services Team on 0141 952 2447 Option 1, when the Association re-opens.

SALTIRE – Joinery / Electrical 0800 048 2710

HI FLOW – Plumbing / Gas Central Heating 0141 944 6060

# 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**

## Dalmuir Park Housing Association

Beardmore House, 631 Dumbarton Road, Dalmuir, Clydebank G81 4EU

www.dpha.org • Tel 0141 952 2447 • Fax 0141 951 4423 • email: 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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