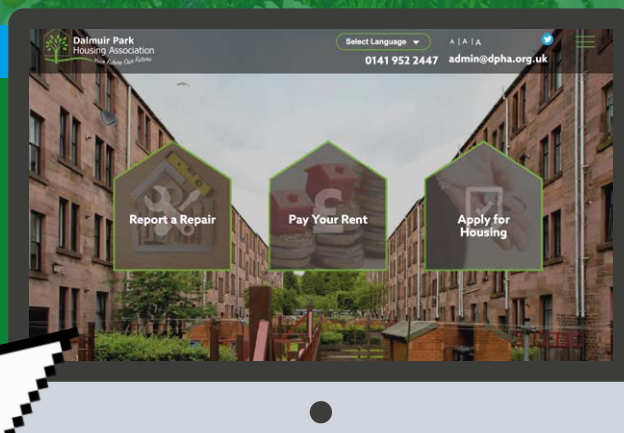


NEW LOOK FOR WWW.DPHA.ORG

Our brand-new website, along with a fresh new look, includes some fabulous new features that we hope will make visiting the site easier and give you a more interactive experience.

FULL ARTICLE ON PAGE 3



9th ANNUAL PUPIL OF THE YEAR AWARD

Pictured from L-R – Lexie Anderson (St Stephen's PS),
Lacey Buchanan (Clydemuir PS) & Jorjia McGuire (Our Lady
of Loretto PS)

FULL ARTICLE ON PAGE 7



**SHELTERED NEWS
SEE PAGES: 8&9**

**MAINTENANCE MATTERS
SEE PAGE:10**



DIRECT DEBIT WINNER

The winner of our Direct Debit promotion was Mr Irvine from Burns Street. He collected £50 'Love to Shop' vouchers from our Housing Officer, Kimberley Tennant.

GARDEN COMPETITION

It's that time of year again when we will soon be picking our winners for this year's garden competition. We cannot wait to see all the colourful results....so get pruning!!

We will be judging on Best Balcony, Best Garden & Best improved and the winners will be announced at our 2019 AGM.



ELECTORAL REGISTRATION

IMPORTANT REMINDER:

0800 980 0470 | Argyll & Bute

0800 980 0471 | East & West Dunbartonshire

AGM

Our 41st Annual General Meeting (AGM) is on Thursday 5 September 2019 at 6.30pm.

Shareholders will receive their invitations in August. Why not come along and join us at the Golden Jubilee Hotel.

There are also opportunities for you to join our Management Committee as a member, or for you to have your say on who is joining us to represent you as a member.

If you would like find out more information about the attending AGM or joining the Management Committee please contact Lesley Gillespie, Senior Corporate Services Officer on 0141 952 2447; Option 3 or email admin@dpha.org.uk

HOUSEHOLD ENQUIRY FORMS WILL BE ISSUED DURING JULY

Make sure you return yours!
Legally you need to respond to this letter!



You need to register every time you move house



Being registered means you can vote in elections



In Scotland you can register from aged 15 & vote in Scottish Elections from 16



It can also help improve your credit rating



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WE ARE EXCITED TO LAUNCH OUR NEW WEBSITE

Our brand-new site, along with a fresh new look, includes some fabulous new features that we hope will make visiting the site easier and give you a more interactive experience.

What's new...

Navigation – easier headlines and more focused on key areas for you to access quickly

Latest News – updated with the news, events and stories affecting you

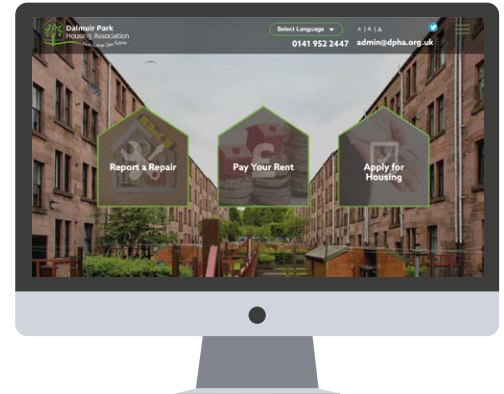
New Content Categories – updated with our specific areas of operation to help advise or assist you with all the information you require

The website has a clean design with

an easy to use navigation system and an improved menu that directs you to the information most relevant to you. It also works on mobile devices, making it easy to navigate on a wide range of web browsers and portable devices.

Going forward, we will continue to communicate regularly through our updates and provide new articles and notifications. We also plan to add more information to help support you in your homes and living in our community.

We're really proud of the new website and feel it will create the experience you're looking for when you click for a visit. **Check out the new website here: www.dpha.org**



We are looking forward to hearing your feedback regarding the new website and would welcome all comments/suggestions or improvements, please contact Lesley Gillespie, Senior Corporate Services Officer on 0141 952 2447; Option 3 or email admin@dpha.org.uk

BACK COURT REFURBISHMENT

The refurbishment of the back court at 511 – 515 Dumbarton Road at our Shaftesbury Street complex has been completed. Tenants in the three closes surrounding the backcourt were consulted throughout the process and asked what they would like their back court to look like. The transformation is remarkable and tenants are delighted.



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RECENT POLICY CONSULTATION

Anti – Social Behaviour Policy

We have recently consulted on a new updated Anti-Social Behaviour Policy, which is now approved and in place.

We are committed to tackling anti-social behaviour to make sure that all of our tenants and their neighbours are able to enjoy their homes. The new policy sets out how we will manage and deal with neighbour disputes, neighbour nuisance and antisocial behaviour within the Association housing area.

Our aim is to achieve a balance between the prevention of anti-social behaviour and the enforcement of a tenant's tenancy agreement. The policy sets out how we will adopt an approach of working in partnership with other agencies and work with people to try to resolve issues without the need to enforcement. We can carry out a range of prevention measures and mediation to support this approach. Enforcement is there, however, as a last resort and if necessary, we will use legal action if a tenant is in serious or regular breach of their tenancy agreement.

Our new Anti-Social Behaviour Policy is available on our website at www.dpha.org or you can request a copy at our office or by emailing admin@dpha.org.uk.

Tenant Participation Policy

We have recently consulted on and put in place our new Tenant Participation Policy. Our policy aims to give tenants real opportunities to become involved in the decision-making process of the Association.

We aim to offer a range of options for becoming involved, giving tenants the choice and opportunity to participate at a time and method that suits them best. This can range from becoming a Member of the Association or Management Committee, to contributing to the Tenant Panel; public meetings; taking part in our quarterly surveys; coming along to open days or evenings; reading our newsletter and leaflets or using social media.

Whilst owner occupiers are not covered by the Tenant Participation provisions of the Housing (Scotland) Act 2001, we regard them as an integral part of our approach. We are therefore also seeking to establish better relationships with owners who live in properties that we factor through new quarterly owners' surveys and the opportunity to become involved in more specific consultation meetings. We provide our newsletter to owners living in our factored properties and we are happy to receive feedback through admin@dpha.org.uk

Our new Tenant Participation Policy is available on our website at www.dpha.org or you can request a copy at our office or by emailing admin@dpha.org.uk.

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	Glebe Court
Agamemnon Street	Iona Crescent
Ailsa Drive	Nairn Street
Caledonia Street	Nairn Place
258 Dumbarton Road	Old Street
340-404 Dumbarton Road	Riddell Street
427-471 Dumbarton Road	Scott Street
561-696 Dumbarton Road	Shaftesbury Street

NEW HOUSING ALLOCATIONS POLICY

Our new Housing Allocations Policy is now in place and we have reviewed all of the housing applications that we have on our waiting and transfer lists to make sure that they are still current and have been awarded the correct points.

We have published a short user-friendly guide to allocations which explains how the policy works and how you would go about applying for a home or a transfer, and what happens once you receive the offer of a house.

The guide is available on our website at www.dpha.org or you can pick-up a copy at our office or by emailing admin@dpha.org.uk.

STRIP HOORAY!

The players from Kilbowie Union 250 football team paid a visit to our office to unveil their football kit, sponsored by DPHA.



Doorstep Crime and Bogus Callers

How can I protect myself from doorstep crime?

Remember, it's your home. There's no reason why anyone should ever enter your home against your wishes.

- Be on guard if someone turns up unexpectedly. If you're not sure, don't answer the door.
- Keep front and back doors locked and if you're not sure, don't answer the door.
- Only let callers in if they have an appointment and you have confirmed they are genuine.
- DPHA contractors will normally get in touch with you to make an appointment prior to their visit and will always carry identification. However, if you are in any doubt, contact our Customer Services Team on 0141 435 6533 to confirm an appointment
- Always ask for identification badges of anyone you answer the door to, but don't rely on them. Identity cards can be faked – if you are not expecting the visit, phone the company to verify their identity.
- Some companies offer a password system. Ask your utility providers if this can be used and if you have a password with a company make sure the caller uses it.
- Never let people try to persuade you to let them into your home even if they are asking for help – they may not be genuine.
- If someone is persistent, ask them to call at another time and arrange for a friend or family member to be with you.



- Never agree to pay for goods or give money to strangers who arrive at your door.
- Don't keep large amounts of money in your home.

Further information can be obtained on Police Scotland website at www.scotland.police.uk

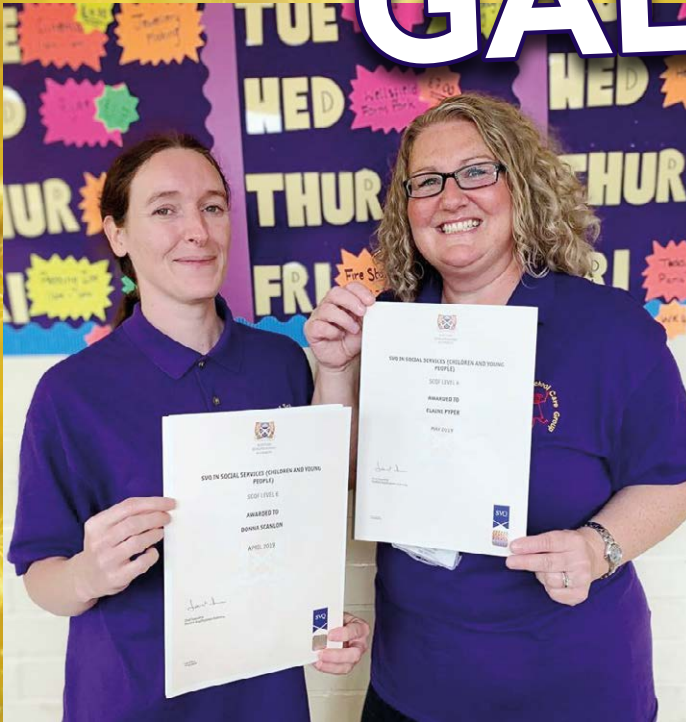
In the next few months there will be a number of different contractors out and about our properties. We will notify you of any work being carried out at your home and our contractors will always carry ID with them. If you are in any doubt, do not let anyone in your home and call our office on 0141 952 2447.



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QUALIFICATIONS GALORE!



Congratulations to Elaine Pyper and Donna Scanlon who have both achieved their SVQ in Social Services (Children and Young People).



Well done, Gary Earl and Conor Fox from our Finance Team who have also recently finished their courses. Gary is now an Associate member of Institute of Residential Property Management (IRPM) after qualifying in the Fundamentals of Factoring. After two years of study, Conor has achieved an HNC in Accountancy.

DOSCG SUMMER PLAYScheme 2019



Dalmuir Out of School Care Group is running its Summer Playscheme during the school summer holiday period. Based within Dalmuir CE Centre, the Playscheme will run from:

Monday 1 July 2019 to Friday 16 August 2019

7.45am to 6.00pm

Costs £23.45 per day

Come along and join us in model making, jewellery making, messy play, bug hunting, bird watching, teddy bears picnic, crazy hair day.

Join our fitness camp and our badminton, tennis and football tournaments.

We have day trips to a selection of parks, museums, and local libraries, and planned visits to the cinema, Fire Station, day trips to Heads of Ayr, Blair Drummond Safari Park, Wellsfield Farm, Greenside Reservoir, Ryze Trampoline Centre, Awestruck Academy, Pandamonium and a petting zoo coming to visit DOSCG.

We are planning a fund-raising sponsored walk and will hold our end of Summer Playscheme 2019 party to celebrate.

Call us for further details on 0141 951 4499 or 07495 674684 or email us at doscg@dpha.org.uk



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PUPIL OF THE YEAR AWARD

In early June Clydemuir Primary School hosted our 9th Annual Pupil of The Year Awards, supported by our Community Partner, the Golden Jubilee & Conference Hotel.

The Association presented all monthly winners with a High-Street gift voucher and the three overall winners with a glass crystal engraved trophy. This year we are delighted to announce the winners as Lacey Buchanan (Clydemuir Primary), Lexie Anderson (St Stephen's Primary) and Jorjia McGuire (Our Lady of Loretto Primary).

In addition to their award, each winner received an invite from the Golden Jubilee & Conference Hotel for themselves and family

members to a 'red carpet' awards evening held in the hotel on Wednesday 12th June. A good night was had by all, with hotel and Association representation making short speeches on the events success over the years.

Interim Director, Catherine Lowe gave a vote of thanks to everyone in attendance and extended thanks to Denis Flannagan, Hotel Manager for the hotels continued support in this activity, which is included within the Associations Wider Role Program.

Plans are already being made for next year, being its 10th Anniversary. We hope to have something a little special to celebrate this fabulous milestone.



YOUR VIEWS ARE IMPORTANT TO US!

We have recently reappointed MI Housing Services Ltd to carry out our quarterly tenant satisfaction surveys for the next two years. Every quarter the company will carry out door to door surveys with a sample of tenants on a range of service issues. The information we receive from these surveys is really important because it helps us to understand your views on the service we provide and how we can improve.

We were pleased with the results of the first quarter survey where 100% of tenants interviewed were very or fairly satisfied with the overall service we provide and the opportunities for becoming involved in decision making. 93.5% said they were very or fairly satisfied with repairs they have had carried out and 91.1% said they were very or fairly satisfied with the management of the neighbourhood they live in – so we know there is work we can do to improve performance in these areas.

There are many ways to become involved in the Association and decision making – our new Tenant Participation Policy provides more information on this, or if you would like to become part of the Tenant Panel you can contact us admin@dpha.org.uk or call into the office for more information.

TENANTS PANEL

If you would like a say in where you live and the services you receive, why not join our Tenant's Panel. This is a fun friendly group of Dalmuir Park residents who meet up bi-monthly to discuss issues affecting the association, your homes, services and the area.

The Tenant Panel gets involved with the Association's decision-making process, assessing our contractors and giving us valuable feedback on our services and performance.

Our next tenant's panel meeting will be on **26 August 2019** at 3pm in the Nairn Street Common room or at 6.30pm in Beardmore House.

If you would like to come along, please contact Kimberley Tennant, Housing Officer on **0141 435 6532** or email Kimberley.tennant@dpha.org.uk.



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GREAT RESULTS FOR CARE INSPECTIONS CARE SERVICES



An unannounced Inspection was carried out by the Care Inspectorate in April this year at our sheltered housing service. As you can see from the results below, we are continuing to maintain a high standard of care for our sheltered tenants thanks to excellent work by our dedicated care team.

The tables below show the grades awarded to our Housing Support Service in our Sheltered Housing this year:

Care Inspectorate Grades 2018-2019

Grade 5 (Very Good)	Quality Care and Support
------------------------	--------------------------

Not assessed	Quality of Staffing
--------------	---------------------

Grade 5 (Very Good)	Quality of Management and Leadership
------------------------	--------------------------------------

Care Inspectorate Grades 2019-2020

Grade 5 (Very Good)	Quality Care and Support
------------------------	--------------------------

Grade 5 (Very Good)	Quality of Staffing
------------------------	---------------------

Not assessed	Quality of Management and Leadership
--------------	--------------------------------------



Arlene Dickson, our Care Services Manager said
"We are so pleased with this year's inspection. Our staff work hard to ensure we put tenants first in our services and this has been recognised by the Care Inspectors. We will keep working hard to maintain the quality of our services and would like to thank tenants and their carers for their positive feedback which was part of the inspection process."

SHELTERED TENANTS MEETING DATES COME AND HAVE 'YOUR SAY'

Our next schedules sheltered tenants' meetings will be held on:

Shaftesbury Street; Friday 19th July in the common room 11.30am-12.30pm

Nairn Street; Friday 26th July in the common room 11.30am-12.30pm

All sheltered tenants welcome.

Tea/coffee and goodies will be provided.

SHELTERED HOUSING FUTURE EVENTS

Get your diary ready to note our planned events for our sheltered tenants...

JULY

Annual Bus Run; Date to be confirmed and further information will be in Sheltered Tenants Newsletter.

Strawberry Tea; Will be held on Friday, 19 July - both sheltered complexes will be holding their regular Summer Strawberry Teas. A light lunch will be provided for tenants followed by a strawberry tart and a cup of tea or coffee. The cost will be met from the tenant's funds.

Summer Social; The popular annual Summer Social will be held on Tuesday, 30 July. The venue is to be confirmed and tenants will each receive their invites in the coming weeks.

SEPTEMBER

Fish Supper Night; With 'suppers' supplied by the Codfather van and tea, coffee, bread & butter provided on the night tenants can either 'take away' or 'sit 'in'. The cost will be met from the tenant's funds. The date for this event will be confirmed.

OCTOBER

Halloween Event; At the end of October we will be holding a spooktacular Halloween event with entertainment for our sheltered tenants. Fancy dress will be optional.

NOVEMBER

St Andrew's day lunch; Dust off your kilt and attend our St Andrew's day lunch. Date to be confirmed.

HEALTHY TENANTS

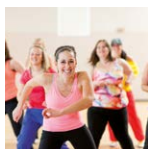
FRUITY FRIDAYS

To promote a healthier way of eating, tenants have been able to help themselves to fruit supplied from the Greengrocer directly to the complexes. The fruit selection varies according to seasonal availability.



EXERCISE CLASS

Come along to the exercise class that is held every Wednesday morning in both our complexes. Nairn Street starts at 10.00am with Shaftesbury Street starting at 10.50am. Frances (who has over 20 years of experience) makes the class a fun and easy way to exercise. The class is suitable for all our tenants; who all have a wide range of abilities.



RESPECTFUL PARKING AT NAIRN PLACE

DPHA is very conscious of the parking issues at Nairn Place Sheltered Housing Complex.

We are embarking on a 'Respectful Parking' campaign. Over the next few weeks we will be placing big yellow cones in Nairn Place to help ensure that pedestrians can

walk safely within Nairn Place and drivers can exit onto Dumbarton Road safely.

The Association would appreciate if motorists would please be mindful and respect the safety of pedestrians and other drivers.



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Maintenance Matters

HAPPY TENANT

Mary Barr, one of our sheltered tenants has recently had a new gas boiler installed. Mary said there was no hassle and no mess and she wanted to say a big thank you to Dalmuir Park Housing Association and Hi-Flow as the staff were very helpful and she loves her new boiler!

GAS SAFETY AND BOILER SERVICING

The Association is legally obliged to carry out a safety check in all properties where a gas installation has been fitted. The annual service will cover gas central heating systems and all associated pipe work and radiators within your property.

We will let you know when this servicing is due and ask that you allow our contracted engineers access to carry this out. We will always try to arrange a time and date that suits you.

We find that most tenants are happy to allow access for this important safety check. However, we can, and do, take action to force entry where this is not the case, so that we can either service or make safe your gas appliance.



INVESTMENT PROGRAMME

We have a very busy period ahead for planned investment with eight contracts scheduled for this financial year. This includes:

- Kitchen Replacement; the contractor is MCN. Surveys have started and new kitchens will be installed in September / October
- Window replacements in 3, 5, 7, 9 & 11 Pattison Street / 6, 10, 12 Burns Street / 800, 804 Dumbarton Road; The contractor is Sidey. Surveys have been completed and window installations are on target for an August start.
- Bathrooms; the contractor is City Building Services (CBS). Surveys are planned for the beginning of July and the programme to install the new bathrooms will start mid-August.
- External Painting; This year's cyclical painting program has

started and will be carried out by JS Harvey. Tenants and owners have already been contacted.

- Stonework Repair; A stone repair contract is planned for 13-15 Pattison Street. We are awaiting a start date from the contractor.
- Gas Boiler Replacement; As part of our drive to make our properties more energy efficient and to tackle fuel poverty we will be replacing a number of gas combi boilers this year. James Frew has been appointed as the contractor and tenants are being contacted to advise of the programme.
- The Crescent; The existing heating system at The Crescent will also be replaced with hi heat retention heaters. The contractor is GD Chalmers. This contract is expected to begin late August.
- Back Court Improvements; A

further three back courts will be refurbished by Synthetic Grass Solutions over the summer. The blocks are 342,348 and 352 Dumbarton Road.

- Carpark at Nairn Street; This will be resurfaced over the summer.

INVESTMENT PROGRAMME SUMMARY

Electric Heating Replacement	The Crescent - 37 Properties
Gas Boiler Replacement	43 Properties
Bathrooms	41 Properties
Kitchens	55 Properties
Windows	25 Properties
Back Court Refurbishment	3 Properties
Stone repairs	16 Flats
Cyclical Painting	21 Closes

FREQUENTLY ASKED QUESTIONS...

RENT ARREARS

What should I do if I am unable to pay my rent?

If you are finding it difficult to pay your rent, you must speak to your Housing Officer as soon as possible. We will discuss how we can help, make sure that you are claiming any benefits you are entitled to, and agree an affordable repayment arrangement with you to help you clear the debt and to not increase your rent arrears. We will consider your circumstances and help you to assess your income and expenditure to help you agree the best way forward.

What happens if I break my arrangement to pay or if I don't contact you about my rent arrears?

If you break your arrangement to pay or if you continue to run up rent arrears and do not contact us, we may start to take debt recovery and court action. As a last resort this could result in eviction from your home. We will make sure, however, that we have taken all reasonable actions

to help you to clear your debt before we proceed with legal action.

Failure to pay your rent or failure to respond to a letter about rent arrears could lead to you losing your home and being asked not only to pay your rent arrears, but also to pay court costs.

Where else can I get help and advice?

If you are struggling with debt, you could also seek advice from:

- **Money Advice Scotland Helpline** – 0800 731 4722
www.moneyadvicescotland.org.uk
- **Citizens Advice Bureau** – Tel: 0141 435 7590,
63 Kilbowie Road, Clydebank, G81 1BL
- **Clydebank Independent Resource Advice Service** –
Tel: 0141 951 4040, 627 Dumbarton Road, Clydebank,
G81 4ET

CONTACT NUMBERS

DPHA 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



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.

OFFICE CLOSURE

Our office will be closed for the following public holidays

- Friday 12 July and Monday 15 July 2019
- Friday 27 September & Monday 30 September 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



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. SC033471

When you have finished with this newsletter please recycle it.



INVESTORS
IN PEOPLE



supporting
social
employers

