

EMERGENCY CALL OUT

If you require an emergency repair during the festive closure you can contact the contractors below however, routine repairs should be reported to our Customer Services Team on **0141 952 2447 Option 2**, when the Association re-opens after the festive break.

SALTIRE – Joinery / Electrical:
0800 048 2710

**hiflow – Plumbing /
Gas Central Heating:**
0141 944 6060

12 days of
Christmas
Vouchers –
See page 5

Our Insurers - Bruce Stevenson Insurance Brokers will be closed on 25 & 26 December 2019 and 1 & 2 January 2020. 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**

OFFICE FESTIVE CLOSURE

Our office will close at
2pm on Tuesday,
24 December 2019 and will
re-open at 9am Monday,
6 January 2020.



MORE SKILLS FOR OUR TALENTED STAFF

Our staff have been working hard to improve their skills and knowledge to deliver even better services for our customers.

Our Care Services Manager, Arlene Dickson completed the 'My Homelife' Leadership Support and Community Development Programme which was funded by West Dunbartonshire Health and Social Care Partnership. Kimberly Tenant, Housing Officer

achieved the Chartered Institute of Housing Certificate Level 4 and Kirsty McIntosh, Property Services Assistant achieved the Chartered Institute of Housing Certificate Level 3.

Also, in our Child Care Services team, Sylvia Elliot and Simone Wallach achieved the SVQ Level 2 Social Services (Children and Young People) and Chana Taylor successfully completed her Degree in Childhood Studies.

EVERYTHING YOU NEED TO KNOW ABOUT FREEDOM OF INFORMATION

The Freedom of Information (Scotland) Act 2002 requires that all housing associations/co-operatives in Scotland must produce and maintain a publication scheme. This must detail all of the key information that we publish and how you can access it. This Guide to Information is our publication scheme and contains links to where you can find all of the information listed online. DPHA has adopted the Scottish Information Commissioner's Model Publication Scheme, and this Guide has been approved by the SIC.

More information can be found on our Freedom of Information Policy which is available on the under the 'Freedom of Information' section of our website www.dpha.org. The details of all the information we hold under each of the classes that apply to our organisation,

and hyperlinks to access this information when available online, are on our website follow the link for - Guide to Information.

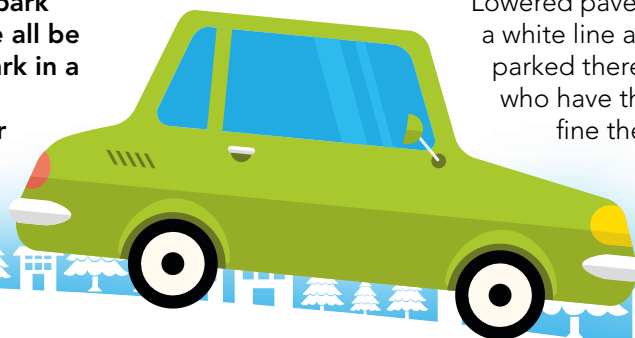
Contact us

If you have any queries about anything contained within our Guide to Information, or if there is some information that you cannot find that you would like to access, please email:

informationrequest@dpha.org.uk or write to:
Corporate Services Team, DPHA, Beardmore House, 631 Dumbarton Road, Dalmuir G81 4EU.
Or call: **0141 952 2447; Option 1.**

RESPECTFUL CAR PARKING

Now our Nairn Street car park has been improved can we all be considerate drivers and park in a way that does not prevent wheelchair users and other vulnerable people from getting across the road?



Lowered pavements are now clearly marked with a white line and should be left clear. Vehicles parked there will be reported to the Police who have the power to remove the vehicle or fine the keeper. Remember - Emergency Vehicles need to get access, so please leave enough room for them to get in. Thank-you.



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HAVE YOU HEARD? WE HAVE A NEW CHIEF EXECUTIVE

We are excited to announce that our new Chief Executive, Anne Marie Brown will take up her new role in January 2020.

Anne Marie was previously the Director at Craigdale Housing Association for almost five and a half years and prior to that she spent 20 years at Dunbritton Housing Association in Dumbarton as Depute Director. She is no stranger to the area either, as she was brought up in West Dunbartonshire and then spent most of her working life here.

Anne Marie said: "I'm delighted to be taking up my new role and look forward to working with the excellent Dalmuir Park team in continuing to take the Association forward. It is an exciting time to be joining the Association as we face the future together with renewed confidence and delivering on the commitments, we have made to the Dalmuir Park community. As someone who was born and bred in West Dunbartonshire, it is very much a homecoming for me, and I look forward to starting my new role in January.

Anne Marie will succeed our Interim Director, Catherine Lowe who has been in the post for almost two years. Catherine will remain in post part-time until her handover is complete, and Anne Marie has in settled in.



Welcoming Anne Marie, our Chair Gordon Laurie, said: "We are looking forward to Anne Marie joining our team as our new leader for the Association. I believe we are now well-positioned to build on the significant work of DPHA in the community of Dalmuir. This will ensure that all our tenants and customers have high quality affordable housing and related services in a vibrant local community."



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RENT CONSULTATIONS IN JANUARY 2020

As a Scottish Secure Tenant, you have a right to be consulted about any proposed changes to the rent for your home. DPHA reviews its budgets and rent charges annually and the process of setting the rents for 2020/21 is now underway. Our Management Committee is responsible for setting rent levels and this will be done at their meeting on 19 February 2020.

Rents are our main source of our income and we work hard to achieve a balance between keeping rents affordable and meeting all our obligations as a registered social landlord, including managing, maintaining and upgrading homes and complying with all legislative, regulatory and health & safety obligations.

Our service charges are also reviewed annually and charged in a different way – based on the last full years actual costs. For 2020/21 the

costs will be based on 2018/19 actual costs. This information will also be made available as part of our rent consultations.

- We will be arranging a number of events to get your views on our proposals and you will be able to meet Anne Marie Brown, our new Chief Executive. We will write to everyone in mid-December about our proposal and how to make comments to us. Here are some dates for your diary: Come to our rent consultation event in the Dalmeir Community Centre on **Saturday 11 January 2020** between **10am and 2pm**
- Come to our rent consultation events for our sheltered housing tenants in our Nairn Street and Shaftsbury Street sheltered housing complexes on **17 January 2020**
- Our Tenant Panel Meeting will take place at **6.30pm** on **20 January 2020** in Beardmore House

- You can give us your feedback using our online survey at **www.dpha.org**
- You can write to us at DPHA, Beardmore House, 631 Dumbarton Road, Dalmeir G41 4EU
- You can email us **admin@dpha.org.uk**
- You can call us on **0141 952 2447; Option 2**
- In order that the Committee can consider all comments, please respond no later than **27 January 2020**. Revised rents will apply from **28 March 2020**.

Everyone will get a letter explaining in more detail our rent proposals and how to give us feedback - look out for this in the post.

If you respond to our consultation you will be entered into a prize draw with a chance of winning a £50 High Street voucher.

WHY WE NEED YOU TO PAY YOUR RENT OVER THE FESTIVE SEASON

During the Christmas period, you may find yourself struggling to meet your financial commitments. We do sympathise if you are in this situation however it is extremely important that you speak to us as soon as possible.

PAYMENT OF RENT IS YOUR TOP PRIORITY before other financial commitments, otherwise you are in danger of losing your home. Each year we find that some tenants put festive expenses ahead of paying rent. Wrongly prioritising will leave you with long-term financial difficulties for months or even years to come.

We always try to deal sympathetically with you if you are having financial problems. However, if you do not make or keep to an agreement to pay rent which you owe the Association will, as a last resort, take legal action. This could result in eviction.

If you are concerned about paying your rent, **PLEASE CALL YOUR HOUSING OFFICER NOW** on **0141 435 6537. DON'T DELAY - CALL TODAY.**

Pay Your Rent Over The Festive Season

List of Priorities

- ☒ Rent
- ☐ Presents
- ☐ Turkey
- ☐ Games

Dalmeir Park Housing Association
Your Future Our Future

If you are having trouble paying your rent we are here to help. Don't lose your home this Christmas. Call our staff on 0141 435 6537



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

12 Vouchers for Christmas

Keep a lookout for a special envelope that might drop through your door this Christmas. Twelve lucky tenants will benefit from a Christmas food voucher which will be delivered by the DPHA Secret Santa. The deliveries will take place from the 2 – 15 December so watch out for a voucher coming through your door! Wishing you all a Merry Christmas from DPHA.



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ANTI SOCIAL BEHAVIOUR UPDATE



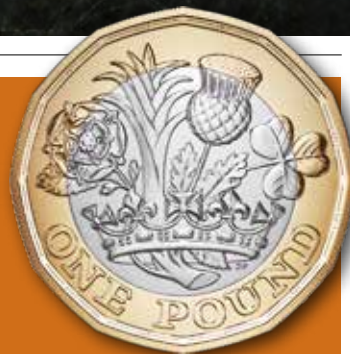
DPHA in partnership with Police Scotland and West Dunbartonshire Council is working hard to tackle anti-social behaviour within our local community and we take anti-social behaviour issues very seriously. We do need co-operation from our tenants and residents to be proactive and report the issues regardless of how minor they appear to be. Please call the Police on 101 if it's not urgent and 999 if it's an emergency situation. All calls are logged and help the agencies working on anti social behaviour build up a picture of the real extent of the problem.

What will the Association do?

Our Housing Officers will investigate all anti-social complaints. This will usually involve interviewing the complainer and the complainant to understand the full extent of the problem.

We may need to seek corroboration to any incident reported to us. Therefore, our investigations may also involve interviewing and/or gathering information from other sources such as neighbours, other possible witnesses or external organisations such as the Police, ASSIST and Social Work etc.

It is important to stress that any information passed to us is kept strictly confidential. If you wish to obtain a copy of our Anti-Social Behaviour Policy you can download one from our website at: www.dpha.org.uk or by calling the office on **0141 952 2447; Option 2** or via email to: admin@dpha.org.uk



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.



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ANOTHER SUCCESSFUL AGM



We held another successful AGM on the 5 September this year, at the Golden Jubilee Hotel. A total of 25 members attended the event where we were delighted to announce a further four new committee appointed onto our Management Committee. This gives us a total of 14 members now on our Committee.

Gordon Laurie, Chairperson announced the newly elected members to Management Committee for 2019-20 as:

Gordon Laurie	Chairperson
Craig Edward	Vice Chairperson
Robert Murray	Committee Member
Ashley Stockley	Committee Member
Ian Lennox	Committee Member
Anita Williamson	Committee Member
Matthew Reid	Committee Member
Bob McDougall	Committee Member
Jack Marshall	Committee Member
Audrey Simpson	Committee Member
Melanie Cameron	NEW Committee Member
Jordan Henderson	NEW Committee Member
Karen Johnston	NEW Committee Member
Loraine Lester	NEW Committee Member

At the AGM, Gordon gave an overview for the year noting that tenants' views were crucial on informing the Management Committees final decision to remain an



independent Association.

He advised Shareholders present there were still three key challenges to be delivered;

- maintaining strong governance
- a new leader for the Association and
- continuing to improve services and keep costs as low as possible to keep rents and service charges affordable and to maintain properties to a high standard

Gordon advised that the Scottish Housing Regulator had reviewed the Associations progress and were satisfied enough to end their statutory intervention with the Association in March 2019. Gordon paid tribute to Mags Lightbody, Statutory Manager for her contribution during her time at the Association along with the support, hard work and enthusiasm from staff over a period of uncertainty and change.

Shareholders received the Association's Financial Statements to 31 March 2018 and approved the re-appointment of French Duncan as the Associations external auditor.



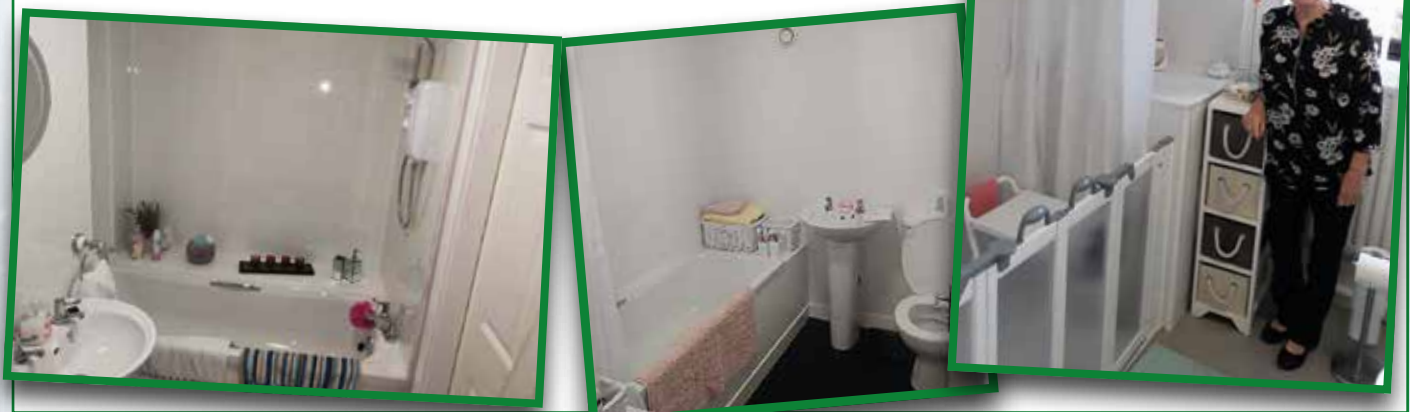
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HOW WE ARE IMPROVING

New Bathrooms

We have completed 42 new bathrooms for tenants this year and from the feedback we have received all of our tenants are 100% satisfied with the workmanship and standards received from City Building, our contractor. We are delighted to have received such good comments and particularly pleased that tenants are not only happy with their new bathroom, but that the work was carried out in a clean and tidy manner and to a very high standard.



Replacement Windows and some Doors - Pattison St, Dumb Rd and Burn Street (scattered)

Our contractor Sidey has installed new windows in 25 properties and doors in various properties over the above streets. Sidey will be asking tenants how they thought they performed on this project, but from talking to some of our tenants, they have already expressed how delighted they are with their new windows and doors.

Back Court Upgrades

Upgrades to backcourts at 3 closes at Dumbarton Rd are now completed. Work included turf, improved drainage, paths, new bin store, slabbed areas and flower beds. Tenants at these closes will greatly benefit from using their new improved areas which were previously continually flooded and unusable.

Stone Works at 13-15 Pattison Street

The stone works at the front of the building are now completed, however the work to the back of the building is going to take longer than we first thought and will not be completed until mid-December. We have advised our tenants and apologise for any inconvenience caused by this. The work is important to make sure the buildings stay wind and waterproof for a long time to come.

New Kitchens

We have successfully completed new kitchens at 52 of our properties and all of the tenants who received there were extremely pleased with the quality and standards of the work. Tenants have commented that the staff from MCN were very efficient, clean and friendly. We are carrying out tenant satisfaction surveys on this work.



MOVING YOUR HOMES

New Surface at Nairn Place Carpark

We recently re-surfaced the Nairn Place carpark, from a previously unsafe surface, to a tarmacked area for our sheltered tenants to walk over safely. This project took 3 weeks to complete and with the help of our staff, there was minimal disruption to tenants.

Legionella Audits

We have now completed audits for all of our communal water tanks and a programme of work is being developed to complete any repairs or remove any unused cold-water storage tanks where it is possible to do this.

Stair Windows

We have replaced stair windows that were beyond economic in 6 closes within our housing stock. This will help keep the closes wind and watertight and generally helps to ensure that our closes are safer and well maintained.

New Boilers

We have recently installed new heating boilers in 25 of our properties. Our tenants have told us that they were 100% satisfied with their new boilers and our contractor James Frew/Gas Sure got some great comments on this project including 'All workmen were "very efficient", good, clean job done well'.

External and Close Painting

We have almost completed the painting at Iona Crescent and have started works at Adelaide Court – weather permitting. This will help maintain the exterior of the buildings. Once this has been completed, we will have finished our 5 year painting cycle.

Gutter Cleaning & Roof Anchoring

We are starting this year's gutter cleaning at Nairn Place and will continue to carry out this work over the next few months, weather permitting. Any repairs we identify will also be completed promptly to ensure the ongoing maintenance of our buildings and gutters.

NEW CHANGES TO THE LAW: SMOKE AND HEAT ALARMS

The Scottish Government has introduced major changes to legislation in this area. These changes will extend the existing high standard of protection from smoke and fire currently required in private rented housing - to all homes.

The proposed changes will be added to the standards we have to meet under the Scottish Social Housing Standard, which is monitored by the Scottish Housing Regulator.

All alarms in our homes will now be required to have the following:

- one smoke alarm installed in the room most frequently used for general daytime living

- one smoke alarm in every circulation space on each storey, such as hallways and landings
- one heat alarm installed in every kitchen
- all alarms should be ceiling mounted
- all alarms should be interlinked

There is also a requirement for carbon monoxide detectors to be fitted where there is a carbon-fuelled appliance or a flue, however we already provide this in all of our properties which have gas boilers.

Timeline

We must complete this work within a two-year period which started in February 2019. We will be installing new smoke and heat alarms as part of your annual gas service visit in 2020. hiflow has been reappointed as our contractor who maintains our gas boilers and heating systems and will be upgrading these alarms as part of this contract.



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HOW WE ARE IMPROVING

We welcome all feedback on our services and your complaints give us valuable information on our services from you. We use this feedback to improve the effectiveness of our services and standards.

So far this year, we have received 12 stage one and 7 stage two complaints.

From these complaints, some of the areas where we have made developments or improvements are:

You said you were not happy with the response time from our staff and wanted further explanation as to what we were doing about various repairs and tenancy issues.

We did develop new Customer Services Standards to ensure our staff know when they are expected to respond to tenants and provided a full and through response to the query.

You said you were not happy with the tone of the reminder letters we send out for Annual Gas Servicing.

We have changed the wording of our letter to improve the tone.

You said you were unhappy with the standard of housekeeping by contractor carrying out works in the close.

We now ensure that we carry out routine follow up inspections on our contractor's work in future.

HOW TO MANAGE BULK ITEMS & GENERAL RUBBISH

Bin management remains an issue across our housing area on a daily basis and we expect this will get worse during festive period with the addition of wrapping paper and packaging etc.

We are finding an ever-increasing number of bulk items being left in our back-court areas that require to be uplifted, more often than not, these items are required to be uplifted and disposed of by the Association and ultimately, the cost passed back onto tenants through service charges.

This is a practice we are keen to stop and need our tenants help to do this. We are asking again, if all tenants and owners could assist us by working together to create a clean and welcoming area in our back courts and communal areas.

Recycling and using the correct bins would be a start in creating a better environment, useful leaflets are available on request from our office if anyone requires assistance with this.

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**.

Please contact our Customer Services Team on **0141 952 2447; Option 2**, if you have information on bulk items being dumped or left in our communal areas. Tenants who are identified as dumping personal items will be liable to pay a sizeable bill for any cleaning undertaken by us on their behalf.

Fly tipping is also 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.

West Dunbartonshire Council Bin Collection days:

- Wednesday 25th December
Replaced by Saturday 28th December
- Thursday 26th December
Replaced by Sunday 29th December
- Wednesday 1st January 2020
Replaced by Saturday 4th January 2020
- Tuesday 2nd January 2020
Replaced by Saturday 5th January 2020



ANNUAL GARDEN COMPETITION

Well done to all everyone who took part in our annual garden competition. Once again, the variety of beautiful gardens and balconies made it difficult for our judges to pick the winners. Our winners were announced at the AGM with prizes for the Best Garden, Best Balcony and Best Improved.

DOSCG NEWS

FESTIVE CLOSING TIMES

DOSCG will be closing on the **23 December** at **6pm** for Christmas and will reopen on Monday the **6 January 2020** at **7.45am** for breakfast club before school opens.

DOSCG is having a fun week before finishing up for Christmas where there will be loads of different fun activities for all the children to participate in.

PLANS FOR PLAYScheme

Playscheme from Monday 10 to Wednesday 12 February 2020. School returns on Thursday 13 February 2020.

April Holidays-Playscheme from Monday 6 April to Friday 17 April 2020. Schools return on the 20 April 2020.

To ensure a place, contact our Project Coordinator Elaine Kelly on **0141 951 4499** or email **doscg@dpha.org.uk**. New children always welcome at our Play Scheme days.

PARENTS PANEL

We would like to start up a parent panel, so we need your support. If your child attends DOSCG why not become a part of the parent panel and join staff for half an hour to chat, ask questions, find out more information, offer ideas and suggestions to develop our service.

Tea/coffee will be provided for further information please contact Project Coordinator Elaine Kelly on **0141 951 4499** or email **doscg@dpha.org.uk**

STAFF NEWS

Liam who was a volunteer at DOSCG has now become a sessional playworker.

STAFF QUALIFICATIONS

Care staff recently renewed their First Aid qualifications including the use of a Defibrillator.

WINTER WARMER – CHICKEN SOUP

Pure soul food, this warming, easy chicken soup makes the most of leftover roast chicken.

INGREDIENTS

- 55g/2oz butter
- 2 onions, sliced
- 2 sticks celery, finely chopped
- 2 carrots, finely diced
- 25g/2oz plain flour
- 1.2 litres/2 pints chicken stock
- 450g/1lb cooked chicken, skinned and shredded
- 1 tbsp chopped fresh parsley
- salt and freshly ground black pepper

METHOD

Melt the butter in a large saucepan over a medium heat and gently fry the onions, celery and carrots until they start to soften.

Stir in the flour and cook for 2 minutes. Add the chicken stock and bring the mixture to the boil, stirring as you do so. Season with salt and pepper, then reduce the heat until the mixture is simmering and simmer for

10 minutes, until the vegetables are tender.

Add the cooked chicken and cook until heated through. Adjust the seasoning, stir in the parsley and serve.

Each serving provides 288kcal, 28g protein, 11.5g carbohydrate (of which 7g sugars), 14g fat (of which 6.5g saturates), 3.4g fibre and 0.7g salt.



Preparation time:
less than 30 mins

Cooking time
30 mins to 1 hour

Serves
Serves 6

WHAT'S HAPPENING IN OUR SHELTERED HOUSING

Party Time!!

December is a very busy time at our older residents. After celebrating St Andrews day with a Scottish themed afternoon tea, the festive season gets started with our Christmas Lunch with entertainment. Held in Radnor Park Bowling Club and the Lady Bowlers will be in charge of the catering and singer Stuart Dorran will get us all in the party mood with some favourite songs. Linnvale Community bus will assist us to get tenants to and from the venue.

Panto

Pinocchio at the Pavilion Theatre is the outing planned for sheltered tenants at the start of January 2020. All together now... HE'S BEHIND YOU!!

Once again thank-you to the Linnvale bus for providing the transport.

Complex Parties

Both Shaftesbury Street and Nairn Street complexes will hold their own Christmas Party in their Common Room. (17th & 18th December respectively) Anna, our Lunch Club cook, will be presenting a tempting buffet of hot and cold party food, followed by games and a sing-along to seasonal music. This is a free event for all sheltered tenants. Those who are unable to attend can request a home delivery.

Local Nursery Visits



A group of 3 & 4-year-old children from Nursery Times, a local nursery, recently started visiting our complexes for an hour or so, once a fortnight. While with us in the Common Rooms, time is spent singing songs, chatting and doing Arts and Crafts with our tenants offering a helping hand.



Volunteers

Can you spare a couple of hours a week to help some of our more vulnerable tenants attend activities in our Common Rooms and go on trips such as the theatre, bus runs or Garden Centre visits for afternoon tea?

Expenses would be paid. Please contact Care Service Manager, Arlene Dickson on **0141 952 2447; Option 1** or email admin@dpha.org.uk to find out more.

Flu Jabs

Now that winter is definitely here, can we remind you all to ensure you have had your annual flu inoculation. Please contact your GP Practice to see if you qualify.

Car Park Improvements

Residents staying in and around Nairn Place and Nairn Street are delighted that the car parking facilities have been upgraded. Gone is the decorative stone that was uneven and difficult to walk on, in its place is fresh tarmac and clearly marked parking bays. Many thanks to the contractors who managed to complete the job with minimum upheaval for residents and visitors alike.

WINTER IS COMING: BE PREPARED

The cold spell is upon us once again. However, there are many ways you can help prevent the cold weather causing damage to your home and your belongings.

Keep Your Home Warm

As the temperature drops outside, avoid frozen pipes inside and any potential damage to your home by....

Keeping 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 so this can be turned off in the event of any problem. Make sure to keep your emergency repair details handy, these can be found in your newsletter.

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 bursting and falling down and cause less damage to your home.

For A Burst - What to do!

1. Turn off the water at the stop valve.
2. Switch off the electricity at the mains.
3. Switch off any water heaters.
4. Switch off the central heating.
5. Open all taps in sinks and baths, making sure plugs are out.
6. If possible, collect water in pots for flushing the toilet and washing.
7. Call us on **0141 952 2447; Option 2** during office hours or our out of hours emergency plumber on **0141 944 6060**
8. Warn neighbours who could also be affected by the burst.
9. Notify the Association as soon as possible.

Pipes Are Frozen but not Burst?

1. Turn off the water at the stop valve.
2. Open all taps in sinks and baths, making sure plugs are out.
3. If possible, collect water in pots for flushing the toilet and washing.
4. Call us on **0141 952 2447; Option 2** during office hours or our out of hours emergency plumber on **0141 944 6060**



YOUR DONATIONS ARE MUCH APPRECIATED

Each year the Association organises events for the local and wider community as part of its Wider Role Programme. In December, we ask our contractors, consultants and suppliers to donate towards the running costs of the events and projects. This year we received support from the following:

- Aerial Services Scotland – TV Aerial Installations
- Alarm & Electrical – Electricians
- C.C.G. – Construction & Manufacturing Group
- C.S.M. – Facilities Management Group
- Golden Jubilee Hotel & Conference Centre – Local Hotel
- J Elliot – Window Cleaning
- Ewing Sommerville – Consultancy Service
- MCN (Scotland) Ltd – Kitchen & Bathroom Installation Service
- Mitchell Drainage – Drainage Services
- hiflow – Gas Engineers, Plumbing, Heating, Joinery & Electrical
- IAS Landscapes – Landscape Design
- Saltire – Central Heating & Electrical Services
- Ventilation Experts – Ventilation Engineers
- City Building -- Bathroom contractor

We appreciate all of the support provided by the above companies and the projects they help to provide are highlighted in our magazine and website. We hope to expand this programme in the next in the coming months with some exciting new events and projects.

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.



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

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