



**Dalmuir Park
Housing Association**
Your Future Our Future

DPHA News

WINTER 2024

**FREE
EVENT**

DALMUIR PARK HOUSING ASSOCIATION
INVITES YOU TO



WINTERFEST

FRIDAY 13 DECEMBER 2024

**SALVATION ARMY
BRASS BAND**

**BALLOON
MODELLING**

**HOT
DRINKS**

DJ

FACEPAINTING

**SANTA'S
GROTTO
BURGER
VAN**

**AND
MORE!**

**MEET
SANTA!!!**



FRIDAY 13 DEC 2024 – 5:30PM – 7:30PM

MEET AT BEARDMORE SCULPTURE

THE CADET CENTRE, BEARDMORE STREET G81 4HA

OFFICE FESTIVE CLOSURE

Beardmore House will close at 12.30pm on
Tuesday 24th December 2024 and will re-open
at 9am Monday 6th January 2025.

**SEE PAGE 17 FOR EMERGENCY
CONTACT AND INSURANCE
INFORMATION**

A Festive Update From Our Chief Executive

Hello everyone,

Welcome to our final Newsletter for 2024, which I hope finds you well.

I always remember my parents saying the older you get the quicker time seems to fly by. Personally, I think someone has the fast forward button on time, because 2024 has gone by in a flash.



As always it's been a busy year at DPHA. At the end of October, you would have got through your door a copy of our Annual Report & Performance Report for 2023/2024, which is packed full of lots of facts and figures about our performance and the work we have done.

There are lots of other things that we have done or are about to do that have a direct impact on you or our community. I think we can all agree that at times life can be a bit difficult and sometimes there's not too much brightness around. This year we thought we would try and do some new things as we care and want to make a difference. Once the Summer hanging baskets stopped flowering we replaced them with bright Winter hanging baskets that we sourced from a local family run Nursery in West Dunbartonshire. The flower baskets will help to add a bit of colour during the sometimes bleak Winter months.

Our first ever Winterfest is taking place on the 13 December 2024. Details of the event are included in this newsletter, and you should already have received information through your door. The event is free and it's going to be totally amazing, so please come along and join us for some sparkle, entertainment, food and Christmas cheer in the lead up to Christmas. I have been reliably informed by the Elves that Santa will be there and we may have some surprise appearances too!

Carrying on the theme of creating a bit joy and sparkle at Christmas time, the Association's staff decided they were not taking part in the traditional office Secret Santa this year but instead staff bought toys, which were then donated to the Old Kilpatrick Food Parcels for distribution.

One other new thing that I want to share with you is that we recently started a new way of carrying out estate inspections, which involves all our staff including me being out and about. You may over time see our staff out in the area wearing brightly coloured Hi Viz vests which have our corporate logo on them. If you do, that's us out on our estate inspections. We want to improve the look of our common areas and that is the reason we're starting to do estate inspections a bit differently.

Over the last number of years, the Association has spent a lot of time and energy focussing on health and wellbeing. Fresh air and exercise is great for wellbeing. We are lucky where we live that there are lots of opportunities to enjoy the outdoors even in the Winter months, so hopefully weather dependant you can get out and about and reap the benefits of fresh air and exercise, whether on your own or with a friend. I recently got the train up to Tyndrum with a friend to go walking, but we have some excellent local walks along the canal, up the Kilpatrick Hills or around the many parks that are close by.

As always, our Newsletter is full of really interesting information, updates and contact details. As we prepare for the festive season, and in recognition that Christmas and the New Year can be a difficult time for some people, we have included contact details within this Newsletter of organisations that may be able to help you if you are struggling.

Finally, I would like to take this opportunity to wish you and yours a very Happy Christmas and a healthy and happy New Year. Take care and very best wishes.

Anne Marie Brown

Chief Executive

BE THE *sparkle* IN SOMEONE'S LIFE

Annual Assurance Statement 2024

The Board confirms that we have reviewed and assessed a comprehensive bank of evidence to support this Statement that Dalmuir Park Housing Association (DPHA) is compliant with:

- All relevant requirements as set out in Chapter 3 of the Regulatory Framework.
- The Regulatory Standards of Governance and Financial Management.
- The relevant standards and outcomes in the Scottish Social Housing Charter.
- All relevant statutory obligations in respect of tenant and resident safety, housing and homelessness and equalities and human rights.

The evidence bank combines reports, policies, advice, and information which the Board monitors and oversees on an ongoing basis throughout the year to provide continuous assurance that DPHA is compliant. Additionally, the evidence bank incorporates relevant documents and information that contribute to our assurance, and which form the structure of DPHA's business and governance activities. Our ongoing self-assessment and scrutiny processes, including Internal and External Audit, as well as advice from external and specialist advisors have also informed our view.

In reviewing our compliance with the Regulatory Framework, we are assured that we have established appropriate systems for the collection of equalities data. We are assured that we are working towards using this data to take account of equality and human rights issues in our decisions, policy-making and day-to-day service delivery.

We are satisfied that we meet all of our duties in relation to tenant and resident safety. In particular, we have gained the necessary evidence-based assurance of our compliance in respect of duties relating to gas, electrical, fire, water and

lift safety and our obligations relating to asbestos, damp and mould. We have sought specialist advice to monitor our compliance in these areas and to support our assurance. We have completed our assessment into the potential presence of RAAC in our stock and confirm that none has been identified.

As part of our review of compliance, we have adopted an improvement focus and have also identified a number of areas for improvement, which we will progress during the course of the year. These areas for improvement form an Improvement Plan, which will be monitored by the Board at agreed intervals to ensure successful achievement. We are satisfied that none of these areas for improvement represents a material area of non-compliance.

We are confident that, taking account of the current economic and social environments, we continue to meet our responsibilities to our tenants, service users, regulators and funders. We have communicated our service delivery arrangements to our tenants clearly. We are confident that we have successfully resumed normal service levels, subject only to external supply constraints.

We recognise that we are required to notify the SHR of any changes in our compliance during the course of the year and are assured that we have effective arrangements in place to enable us to do so.

As Chairperson, I was authorised by the Board at a meeting on 29 October 2024 to submit this Annual Assurance Statement to the SHR by the deadline date of 31 October 2024. We can confirm a copy of this Assurance Statement will be published on our website on the same date it is submitted to the SHR.

Yours sincerely,

Gavin Waddell

Chairperson

BOARD OF MANAGEMENT AND SHAREHOLDER APPLICATION

Dalmuir Park Housing Association is looking for tenants to join its Board of Management who are keen to play their part in delivering great housing, care services and community projects.

You will receive equipment, support and free training that will help you...

- Develop new skills and knowledge and gain personal development to help with your CV
- Have your views heard
- Give something back to the community
- Improve the quality of life for those in the local area
- Make a real difference to the local environment
- Improve your confidence and self-esteem

- Gain a sense of achievement
- Play a crucial role in taking forward the work of DPHA

We have a hybrid approach to our meetings so you can either attend in person at Beardmore House or join in online.

For further information, please see our website at www.dpha.org.uk. Or you can also contact

Anne Smith, Corporate Services Officer at Anne.Smith@dpha.org.uk or, call 0141 952 2447, option 2.



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 Board 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 Board Member.



AGM ROUNDUP

Our 2023/2024 Annual General Meeting (AGM) was held at the Golden Friendship Club, on Tuesday 3 September at 6.30pm.

This has been another challenging, yet successful year for DPHA. We still had to manage the impact of the cost-of-living crisis and high inflation on our business as well as supporting as best we could our tenants and the Dalmuir community throughout these difficult times. Our main achievements this year have been:

Stonework Repairs and External & Internal Wall Insulation Project:

Work was carried out to 4 Red sandstone Victorian tenement closes with a total of 30 tenement flats, including owners, private tenants and commercial properties. This has been the largest and most complex project DPHA has undertaken in recent memory.

The Association secured funding from the Scottish Government totalling £278,000 for the insulation works only. The total cost of the project was £660,500.

Sheltered Housing Support Service:

Care Inspectorate carried out an unannounced inspection of our sheltered housing service in July 2023. The Care Inspectorate awarded a 5, which is very good. The top award is 6.

Investors in People Re-accreditation:

In October last year we were awarded Gold IIP accreditation.

Supporting our Tenants & the Dalmuir Community: Social Housing Fuel Support:

At the end of 2023 the Association was awarded £27,305 for the provision of:

- Bedding packs
- Air fryers/slow cookers/soup makers, and
- Thermal curtains

Just over 180 of the Association's tenants benefited from the funding

During the year the Association also benefited from another project funded by the Scottish Government, with DPHA receiving £17,500 for the provision of fuel vouchers to support around 175 households.

BOARD OF MANAGEMENT MEMBERS FOR 2024-2024

Gavin Waddell –
Chairperson
Francis Polding – Vice
Chairperson

Elected Members
David McIndoe
Ian Lennox
Anita Williamson
Gordon Laurie (Co-opted)
David Edgar
Michelle Donnelly
Stephen Boag
Sonia Smith
Jade Murray



Here Excellent Accountable Results Together



Dalmuir Out of School



Care Group



DOSCG Playscheme

Are your children looking to be active during the school holidays?

If so, then Dalmuir Out of School Care is the place to be! No iPad, no phones, no computers just running, jumping, socialising, playing, trips/outings and enjoying their time off school with friends old and new.

We are super-charged to help get your children active and away from their screens.

Come and explore all the

facilities DOSCG has to offer, including our own Learning Garden!

Opened Monday to Friday
7:45am-6:00pm

What are you waiting for!?

Come along and register your little ones and give yourself peace of mind knowing they are in safe hands.

We offer single-day bookings as well as full-week bookings.

Our aim is to create a positive experience for everyone involved.

DOSCG will be closing for the Christmas Holidays on

Friday 20 December 2024 at 6:00pm

Reopens

Monday 6 January 2025 at 7:45am

Be ahead of the game, book your child's Playscheme place for Spring Term Dates 2025!

Half Term: Monday 17 February 2025

Tuesday 18 February 2025

In-service: Wednesday 19 February 2025

Easter Break: Monday 7 April 2025 to Monday 21 April 2025



Term time

We provide a high quality, safe and affordable child-led out of school care facility.

We provide children with the opportunity to rest and relax and make new friends.

We escort children during school term time from 3 local primary schools: Clydemuir Primary; Our Lady of Loretto Primary; and St. Stephens Primary.

For further details please contact:

Tel 0141 951 4499

Mobile 07495 674 684

Email doscg@dpha.org.uk



Our New Starts for 2024!

We were thrilled to welcome several new starts to DOSCG this new school year.

The children also took part in ice-breaker activities as a fun way of introducing themselves to each other and meeting new friends!



DOSCG Term-time Activities

The children get involved in all sorts of activities during term-time. They especially love getting messy and being outdoors. Some things the kids got up to this autumn include finding frogs, picking brambles and bubble painting!



Here Excellent Accountable Results Together

Summer Playscheme 2024



It was a fun-filled summer playscheme 2024! The kids and staff went on adventures near and far and made the most of all the facilities at DOSCG. Some of the trips we went on this year were to: Heads of Ayr, Summerlee, and Clyde Valley Farm Park. There was an end of summer party where everyone dressed up in their best disco gear and strutted their stuff like dance pros!



October Playscheme 2024

Despite the rubbish weather the children and staff at DOSCG managed to get out and about during October Week. When we weren't exploring museums, picnicking in the DOSCG Learning Garden and rampaging in the park we were having fun getting culinary indoors and decking the halls for Halloween and Bonfire night.

We also said goodbye to Dylan, Keiron and Sean who have left us to go to high school. We wish them all the best for the future!

Farewell and Good Luck

The Close Community Conference



Sinead (Playworker) went to the Close Community Conference by Tigers Training Early Years and Childcare team at Radisson Blu in August.

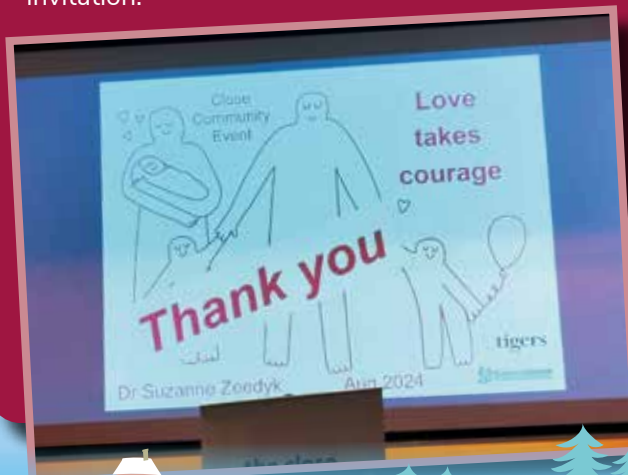
Sinead attended sessions by renowned behavioural psychologist Dr Suzanne Zeedyk, early years expert and author Sarah Ockwell-Smith, and Director and activist Leslee Udwin.

Sinead had a fantastic day learning from the guest speakers and meeting and sharing ideas with fellow Childcare practitioners.

Thank you to Lynsey Beaton (Tigers) for the invitation!

Marie McNair Visit

DOSCG was privileged to welcome local MSP Marie McNair to our service. Marie is passionate about quality child-care provisions within the local community, so she was given a guided tour of everything DOSCG has to offer and had some great chats with the kids. She was very impressed and delighted to see such a service in Dalmuir.



HOUSING SUPPORT

COOKING SOUP



Ina is trying out her new soup maker, Ina made tomato soup and broth soup, Ina said it was so easy and quick to make soup in the soup maker and they tasted delicious.

Tomato Soup

Ingredients:

- 1 red pepper
- 2 tinned tomatoes
- 3 vegetable cubes



Instructions when using the soup maker:

- Cut all vegetables into chunk size (removing seeds from pepper)
- Put all vegetables and 3 vegetable stock cubes into the soup maker
- Put in both tins of tomatoes
- Fill soup maker with water to the marked level
- Put to the smooth setting and press start (takes 21 minutes)

Broth Soup

Ingredients:

- 200 grams of broth mix (steep overnight)
- 2 carrots
- Half a turnip
- 1 leek
- 2 vegetable cubes

Instructions when using the soup maker

- Rinse broth mix and put in soup maker
- Cut vegetables into chunk size and put in soup maker
- Put 2 vegetable cubes into soup maker
- Fill soup maker with water to the marked level
- Put to the smooth setting and press start (takes 21 minutes)



TPAS Conference 21-23 June 2024 at the Golden Jubilee Hotel



This year's conference was all about building a brighter future, empowering tenants and building stronger communities to create a better housing landscape for all.

Several Sheltered tenants attended this event gathering information and attending awareness sessions.



Sheltered tenants had a lovely singalong event in Nairn Street common room led by Drew Neeson and his musical ensemble, tenants had a great night and cannot wait for the next sing along!!



Fish Supper event on 6 July 2024 at Shaftesbury and Nairn Street sheltered Complexes



A BIG thank you to staff at our local fish and chip shop Maxims in Dalmeir for delivering fish suppers at a reduced cost to both our shelterd complexes, feedback was great!



Here Excellent Accountable Results Together

HOUSING SUPPORT



Strawberry Tarts event on 12 July at Shaftesbury and Nairn Street sheltered Complexes

A BIG thank you to staff at our local Villa Bakers in Dalmuir for delivering strawberry tarts at a reduced cost to both our sheltered complexes, feedback was great!

You said- Sheltered tenants asked if we could arrange first Aid Training
We did- St Andrew's Ambulance First Aid Training took place in July 2024 at Shaftesbury Street common room.

Alex was our instructor who did teach tenants thorough CPR, recovery position, allergies, strokes, heart attacks.



Support work Karen Thomson receiving the cheque from Iris Treaty community benefits coordinator at hls McConnell's.



This funding has allowed for both common rooms to get decorated, to make the communal areas more welcoming. Having the place bright and clean has encouraged more tenants to pop in and have a cuppa and a chat.

The staff are more motivated as the surroundings are modern and clean and are collaborating closely with tenants to get the communal areas back to being busy.

Exercise classes:

Funding is continuing to support the successful delivery of accessible physical activity programmes in two different sheltered living facilities.

- Utilised chair-based exercises to help residents with mobility issues improve their movement and balance.
- Combined exercise sessions with social activities and healthy meals to combat social isolation.
- Maintained adaptability throughout the programme to ensure that the sessions met the tenants' needs.
- During a care home inspection, the inspector commented on what a good scheme this was and how it benefitted residents.

Tenant feedback:

- "I'm doing my heel and toe raises every day, and I think this is helping my balance."
- "My shoulder's not as sore when I'm washing my hair."
- "I feel less nervous about falling when I'm walking around the shops and I'm walking more now too."

From all the sheltered tenants and staff at Dalmuir Park Sheltered Housing we thank you for your kind funding gesture.

Thanks for Donating!

By popular demand another Cardwell afternoon high tea and shopping event was arranged on 23 August 2024.



Guest speakers from West Dunbartonshire Council energy advice Service Lesley, Debs and Fatemah attended Nairn and Shaftesbury Street's sheltered tenants meeting in September to offer support and advice on reducing energy costs.

Anyone seeking further information can contact WDC Energy advice Service on 0141 952 4383 or email energy@comlinks.org.uk



HOUSING SUPPORT

Farewell to our lunchtime cook Anna Chalmers

Anna retired in September, tenants and staff wish Anna all the best!



Mystery Tour went ahead on 4 October, and it took a while for the group to work it out. "Are we there yet?" and "Where are we?" were often heard ...



It's been a busy time celebrating staff and tenant's birthday!



Eric Gibson celebrated his 65th Birthday



Anne Lees celebrated her 80th Birthday



Sally Smith 80th Birthday



Emily Scullion celebrated her 90th Birthday

Betty Tonner celebrated her 90th Birthday

50/50 Fundraiser

Our lucky 50/50 winners



Robbie Alcorn



Joint winner
Gwen Pearson
& Lena Steel



Mary McLean



HAPPY HALLOWEEN

Halloween event went well!!!!!! Food was delicious home made lasagna! Prize for the best costume and not to mention a free game of BINGO!

Staff at both complexes have done a great job in decorating the common rooms, providing music, preparing the food and staff dressing up made the event. Well done everyone!



Yet another successful music night at Nairn Street, big thank you to Drew Neeson (Sheltered Tenant) for arranging the event.



Here Excellent Accountable Results Together

NEW CUSTOMER PORTAL – Your information

We are very excited to announce that we will soon be launching our online Customer Portal which will give you the ability to access our services 24/7. The portal will enable you to download a rent statement, make a repair request, send us a message and much more. To have access to this feature we will need an up-to-date email address for you.

Just a reminder that you need to let us know of any changes to your household information, for example if you have had a new baby, or a partner has moved in. This keeps your tenancy details up to date also, if you have applied for a move, it might increase your priority to get a new home.

Either give us a call on **0141 952 2447** or send an email to **housing@dpha.org.uk** to update your details.



PAYING RENT AT CHRISTMAS

With the festive season fast approaching and we know this can be a tough time financially for many of our tenants. However, you must make paying your rent a priority. Please ensure you leave enough money in your bank account to cover the rent due at the end of December. Keeping your rent up to date will give you peace of mind to enjoy the festivities.

You can make a payment through bank transfer, at any Paypoint machine with a payment card or at any time with your debit card through the Allpay App or by calling the office on 0141 952 2447 (option 1) and we can take payment over the phone (please note the office closes at 12.30pm on 24th December and we don't re-open until 6th January).

FIRE SAFETY AT CHRISTMAS

Check your Christmas tree lights carry the British Safety Standard sign.

Never place candles near your Christmas tree or materials that can catch light easily.

Test your smoke alarms at least monthly and always let DPHA know if there is a problem.

Most fires start in the kitchen. Avoid leaving a cooker unattended and avoid cooking when under the influence of alcohol.

Make sure cigarettes are put out properly.

Decorations can burn easily – so don't attach them to lights or heaters.

Keep candles, lighters and matches out of children's reach. Never leave burning candles unattended.

Never overload electrical sockets. Always switch Christmas lights off and unplug them before you go to bed.

Take time to check on older relatives and neighbours this Christmas as they are at greater risk from fire.

For advice specific to you and your home go online and complete the Fire Service home safety checker - www.firescotland.gov.uk/online-home-fire-safety-checker/

TENANT PANEL UPDATE

We have held two tenant panel meetings in since the last update. In August the panel met with TPAS to take a more in depth look at Tenant Scrutiny and what the Tenant Panel can expect to look at as the Tenant Panel develops over the coming months. At our meeting in October we were joined by Community Links to look at the survey they have been conducting on behalf of DPHA looking at the wider Dalmuir Community and what and where requires further investment. At this meeting we also looked at the proposed revisions to the Debt Management Policy that included the revised procedures and a new guideline for setting repayment plans.

The next meeting will be held toward the end of January 2025. If you would like to be involved (and haven't attended in the past) please contact us on 0141 952 2447 or send an email to housing@dpha.org.uk.

If you have registered your interest in joining our tenant panel you will receive a written invitation to our next meeting nearer the time.

Christmas Bin Collections

- Christmas collections - Friday 27th & 28th December 2024
Closed 25th + 26th December.
- New year collections – Friday 3rd + 4th January 2025
- Closed 1st + 2nd January

Pension Credits

Did you know that a staggering £3.7m in Pension Credit funds is sitting unclaimed? Over 1600 people in West Dunbartonshire might be missing out on a financial boost with Pension Credit! Did you know Pension Credit offers more than just extra cash? It can help with rent, energy bills, healthcare costs, NHS charges, and even Council Tax!

WDCAB's "Pension Credit: Don't Miss Out!" campaign will run Monday until Friday, 20th of December. We aim to encourage older adults to apply for Pension Credit and seek advice from the Citizens Advice Bureau for additional assistance. If you're over State Pension age and on a low income, you might be eligible for Pension Credit, which will also give you Winter Fuel Payment.

Additionally, we want to emphasise that applying before December 21st will ensure they receive the Winter Fuel Payment and a three-month backdated Pension Credit payment. Don't leave money on the table! We are here to help you find out if you qualify. It's time to act.

Apply now by contacting us on: 0800 484 0136 or at www.wdcab.co.uk. We can help you through the application process.

Call out to everyone in West Dunbartonshire!



State pension age?

Check if you are entitled to pension credit



0800 484 0136



wdcab.co.uk



Here Excellent Accountable Results Together

HEALTH AND SAFETY MATTERS

Legionella

As your housing provider we need to ensure that you are aware of the possible causes and symptoms of Legionnaires' disease so that you can identify any problems easily and report any concerns to us.

The main fight against Legionella is to identify the likelihood of risk within the system and take action to minimise the potential for the bacteria to survive.

The Association will therefore undertake to carry out a risk assessment every 2 years or whenever the following circumstances occur:

- There has been a change to the water system within premises or its use.
- There has been a change to the overall use of the premises.
- New information or changes to the legislation related to the control and monitoring of Legionella are issued.
- Where regular checks indicate that control measures are no longer effective.
- Where a case of Legionnaires' disease is associated with the system.

What is Legionnaires' disease?

Legionnaire's disease is a potentially fatal form of pneumonia which can affect anyone. It is caused by the inhalation of small droplets of water from contaminated sources containing legionella bacteria

Where is Legionella found?

All hot and cold-water systems in residential properties are a source for legionella bacteria growth. The main areas of risk are where bacteria can multiply and increase to dangerous levels and then spread e.g in spray from showers and taps, even in dishwashers and washing machine pipes.

Legionella bacteria can breed where water of between 20c and 45c stagnates and where there is sludge, rust and scale present for it to multiply

Who is most at risk?

Legionnaires' disease **most commonly affects the elderly or people with chest or lung problems.** Not

everyone exposed to the bacteria becomes ill. It is not contagious, and you cannot contract it from drinking water.

The symptoms of the disease are similar to those of flu and includes

- High temperature
- Fever or chills
- Headache
- Tiredness
- Muscle pain
- Dry cough

There is no need for concern. Legionnaires' disease is easily preventable by following some simple control measures.

What precautions can I take?

The following steps will keep you safe:-

- Flush through showers and taps for 10 minutes after a period of non-use eg if you've been away on holiday or if a room is not in regular use
- Keep all shower heads and taps clean and free from a build-up of limescale, mould or algae growth(regular bleaching every 3 months will help sterilise and kill any bacteria)
- Keep hot water on your boiler system at a temperature of 60c or greater.
- Report any deposits such as rust or any unusual matter flowing from your water outlets

This financial year the association have carried out risk assessment surveys to all remaining cold water storage tanks and carried out any works identified from these surveys with additional work to by-pass a further 10 cold water storage tanks, with a further 10 assigned to be by-passed within this financial year, the reason for by-passing these tanks will reduce any risk of legionella and reduce the amount of surveys required each financial year.

Simple things you can do to reduce levels of condensation in your home

- Dry your windows and window sills every morning.
- In the kitchen and bathroom, dry any surfaces that get wet.
- Wring out your used cloth rather than drying it on a radiator or in front of a heater.
- Use a fungicidal cleaner to clean any walls, ceilings and paintwork affected by mould. Use a mould and mildew remover that carries a Health & Safety Executive (HSE) approved number, and make sure you follow the instructions.
- If you use a tumble dryer, make sure it is vented to the outside (unless it's a condensing dryer).
- Always cook with pan lids on and turn the heat down once the water has boiled. Only use the minimum amount of water for cooking.
- When filling your bath, run the cold water first then add the hot. (This will reduce the amount of steam by 90%.)
- Don't use your gas cooker to heat your kitchen. (Burning gas produces moisture. If your windows mist up, this is a sign of moisture.)
- Avoid drying your clothes on radiators or in front of a fire. Hang your washing outside or in the bathroom with the door closed and window slightly open. Always make sure you put the extractor fan on if you have one

Energy Performance Certificate

We are currently looking for access into several properties to carry out an Energy Performance Inspection, Dalmuir Park Housing Association need up to date Energy Performance Certificates for all our properties, EPCs are valid for 10 years from the date of issue so we may need to update some. An EPC is a relatively straightforward certificate. It will look a bit like the multi-colored sticker that you get on new household appliances. Your EPC will give an indication of how much it will cost to heat and power your home and any measures we could carry out to improve the EPC (A rated Condensation Boiler insulation etc.) Details are also listed on potential savings that could be made to help energy efficiency and running costs within your property, EPCs are valid for 10 years from the date of issue so we may need to update some.

DPHA will letter you to advise you that your EPC is needing updated, The survey will only take about 30-40 minutes and the contractor we use is called Alembic Research Limited (Bill Sheldrick) they will measure your property, look in the loft for insulation, measure radiator and visually check the boiler/heating in your property.

What are energy performance certificates?

Energy performance certificates (EPCs) tell you how energy efficient a building is. They are different from energy ratings, which are the multi-coloured labels you find on new home appliances (fridges etc).

EPCs rate a home from A (very efficient) to G (inefficient). They'll tell you how costly it will be to heat and light your property, and what its CO2 emissions are like.



Energy Advice



Have you turned your heating on yet?

As we move closer to Winter and with energy prices potentially increasing by 10%, there's never been a better time to ensure that you have your household energy in check.

Dalmuir Park Housing Association are working with Community Links Scotland to provide FREE energy related support to our tenants. The West Dunbartonshire Energy Advice Service will help you to ensure that you have a comfort in your home at a cost you can afford.

Why don't you make some no-cost changes in how you use your energy? These simple changes include:

- The recommended temperature for your living area is 18°C to 21°C. If you reduce the temperature by 1 degree, you won't notice any change in the comfort level, but you can save up to **£85 per year**.
- Turn off your appliance when it's not being used. Switching off your appliances from standby can save you **£40 per year**.
- Washing clothes at 30°C could save you around 57% of the energy used each year. And wait until you have a full load before putting on a wash!
- Energy efficient lighting helps lower electricity bills. If you are able to replace the bulbs in your home with LED equivalent lights, you will reduce your energy usage without reducing the quality of light.
- Keep your oven door closed as much as possible. Make sure the glass door is clean so you can see what is going on without opening the door.

- Don't overfill your kettle! Only add the amount of water that you require. By doing this, you can save up to **£26 per year**.
- Don't leave the taps running continuously while you brush your teeth, shaving or washing.
- Try to take a quick shower (4 minutes maximum) and you can save up to **£50 per year**.
- There are loads of other no-cost changes that you could make that will save you money.
- As part of our support, we will also help you seek to access eligible assistance such as:
 - Warm Home Discount
 - Priority Services Register
 - Energy Grant Funding Support

We are also working in partnership with the Fuel Bank Foundation to allocate emergency fuel vouchers support to households who have a prepaid meter and are in danger of falling into self-disconnect and have no other avenue of assistance open to them.

If you have concerns around your energy billing, we can engage with your energy supplier on your behalf to resolve any issues.

Our support can be provided by in-home visit or remotely by phone or video call. We will also be providing drop-in energy surgeries with Dalmuir Park Housing Association over the winter period.

You can contact the Customer Services Team @ DPHA who can make a referral on your behalf or contact the Energy Advice Team at Community Links directly on **0141 952 4382** or email – **energy@comlinks.org.uk**



Emergency Call out information & Callout for owners

Contact Numbers – DPHA EMERGENCY NUMBERS –
Plumbing or heating call HI-FLOW – 0141 944 6060

For all Joinery, Electrical & Building call West
Dunbartonshire Council: 0800 197 1004

Other useful contact numbers

Scottish water: 0800 077 8778

Scottish Power: 0800 092 9290

Scottish Gas: 0800 111999

NHS24: 111

Paisley RAH: 0141 314 7294

Queen Elizabeth University Hospital: 0141 201 1100

Gartnavel Hospital : 0141 211 3000

Clydebank health centre : 0141 531 6363

Vale of Leven General: 01389 828599

West Dunbartonshire Council: 01389 737 000

Refuse Collection Bulk Uplifts: 01389 738285

Police/Fire/Ambulance/Emergency: 101

Police non emergency: 101

Citizens Advice: 0141 435 7590

Housing Benefits: 01389 738 555

Council Tax: 01389 737 444

Anti-Social Behaviour Helpline: 01389 772 048

Social work : 0141 562 8800

Social work out of office hours: 0800 197 1004

Breathing Space : Free Phone 0800 83 85 87

Samaritans : Free Phone 116 123

Alternative: 01389 751036

Men Matter Scotland: 0141 944 7900

FESTIVE CONTACT DETAILS FOR OWNERS & COMMERCIAL PREMISES - INSURANCE

Our Insurance Broker, Howden Scotland Limited, will be closed on 25 & 26 December 2024 and 1 & 2 January 2025. If you have an insurance emergency, during this period, such as a fire, flood or storm damage please call Questgates on 0141 471 4331.

EMERGENCY CALL OUT

To report an emergency repair when our office is closed – call the usual office number 0141 952 2447 and choose the option which transfers your call to Hiflow (for Gas heating & Plumbing) or West Dunbartonshire Council (for all other repairs).



Here Excellent Accountable Results Together

Blooming Brilliant

The Association at the beginning of November supplied 50 new Winter Hanging Baskets and 30 Planters in the Dalmuir area. The aim of this project was to brighten up Dalmuir during the bleak winter months by Injecting some Colour into the local area with an array of beautiful flowers.



Staff Walkabout

On Thursday 31st October DPHA staff went on a walkabout around all our stock. This is an initiative we have introduced to see how we can best improve our local community, starting with our own properties. It was a nice day out which saw staff from Beardmore House, Sheltered and DOSCG join together to complete this task. We spotted areas that needed to be improved and areas that looked great and has given us food for thought in how we allocate our expenditure in the coming years to bring some areas up to a better standard and ensure they are kept that way in the future. We hope to continue these inspections on a regular basis and see more improvement in our community which we are proud to be a part of and hope you are too.



Pupil of The Year Award 2024



Louis Brown
(Our Lady of Loretto Primary)

Sophie Rodrigues
(Clydemuir Primary)

Connor Callaghan
(St Stephen's Primary)

The Golden Jubilee Conference Hotel were once again the Association's community partners helping celebrate the 13th annual Pupil of The Year awards by hosting a fabulous dinner for our three winners.

A fabulous red-carpet occasion, with dinner, held in the hotel on Wednesday 11th September saw awards presented to Louis Brown (Our Lady of Loretto Primary), Sophie Rodrigues (Clydemuir Primary) and Connor Callaghan (St Stephen's Primary).

A good night was had by all, attended by the winners, their families and representatives from the hotel and the Association. Speeches were heard from hotel staff and Gary Earl, Finance Officer (DPHA), who spoke about how

the project was very important on our wider role program of events and how fortunate we are to have 3 top class schools on the doorstep of the Association.

Gary stated within his closing speech and vote of thanks to the hotel, "It's incredible that after 13 years this project goes from strength to strength. The support from each school and the hotel is crucial in its longevity and planning has already begun to get the 14th Year up and running.

The project is now such a success that it has been adopted in another local authority and I hope that it will be as big a success there as it is in West Dunbartonshire"

Holiday Self-Care Tips



Learn to Say
no Without
Feeling Guilty



Create Your
Own Holiday
Traditions



Make Space For
messy Feelings
like grief



Keep Your Stress
Levels in check. It's
okay to step back or
delegate



Set Realistic
Expectations for
yourself and the
holiday



Keep your
self-care
routine or
begin a new
one



Make a plan
and try to stick to
it. Organisation
is key



Give yourself
permission to let it
be a normal
day

2025 CALENDAR



Rent Payment Due



Public Holidays 2025

JANUARY						
M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

FEBRUARY						
M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

MARCH						
M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

APRIL						
M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

MAY						
M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

JUNE						
M	T	W	T	F	S	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

JULY						
M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

AUGUST						
M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

SEPTEMBER						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

OCTOBER						
M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

NOVEMBER						
M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

DECEMBER						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Dalmuir Park Housing Association

Beardmore House, 631 Dumbarton Road, Dalmuir, Clydebank G81 4EU
www.dpha.org • Tel 0141 952 2447 • Email admin@dpha.org.uk

Registered Housing Association Number: HAL 98

Charity Registration Number: SC033471

FCA Reference Number: 1917 R S

Property Factor Number: PF000397

When you have finished with this newsletter please recycle it.



INVESTORS
IN PEOPLE

