



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

DPHA News

WINTER 2025

**FREE
EVENT**

DALMUIR PARK HOUSING ASSOCIATION
INVITES YOU TO

WINTERFEST

FRIDAY 12 DECEMBER 2025

**HOT
DRINKS**

**BURGER
VAN**

DJ

**BAG PIPING
SANTA**

**SANTA'S
GROTTO**

FACEPAINTING

**AND
MORE!**

**MEET
SANTA!!!**



FRIDAY 12 DEC 2025 - 5:30PM - 7:30PM

MEET AT BEARDMORE SCULPTURE

NEXT TO DPHA OFFICES, 631 DUMBARTON ROAD G81 4EU

OFFICE FESTIVE CLOSURE

Beardmore House will close at 5pm on
Tuesday 23rd December 2025 and will
re-open at 9am on Monday 5th January 2026

**SEE PAGE 11 FOR EMERGENCY
CONTACT AND INSURANCE
INFORMATION**

A Festive Update From Our Chief Executive

Hello everyone,

Welcome to our final Newsletter for 2025, which as always, I hope finds you well.

It's been yet another 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 2024/2025, which is packed full of lots of facts and figures about our performance and the work we have done during the last financial year. I hope you managed to get a chance to read the report.

Last December we ran our first ever Winterfest event, and it was a huge success. I am so pleased to let you know that Winterfest will be returning again this year, and is taking place on Friday, 12 December 2025. All the details for this year's Winterfest are included on the front cover of the newsletter. Please be assured that this is a free event for you and your family to attend. Also, I have it on good authority that Santa and the Elves will be at Winterfest, along with other surprise guests. Please make sure you put Winterfest in your calendar and come along and join us for some Christmas fun and cheer.

I have some personal news that I want to share with you all. Next year I will have worked in social housing for 40 years, and I have made the decision that this is the right time for me to retire. My last working day at DPHA will be the 5 April 2026. I have had an outstanding career, which I have loved, and I hope that when I retire part of my legacy will be that I made a positive difference

to the people I met, the four organisations I worked for, and the communities I worked in. I am looking forward to the next chapter of my life, including spending more time with family and friends.

DPHA hopes to be in a position to appoint its new Chief Executive by the end of January 2026. Change can be scary, but it is also an opportunity to embrace new opportunities. DPHA is a strong, well governed organisation, that is in the heart of the Dalmuir community, and I look forward to seeing how the organisation continues to flourish under the leadership of a new Chief Executive.

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 feel you are struggling and need someone to talk to.

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

Anne Marie Brown
Chief Executive



Annual Assurance Statement 2025



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 Board has reviewed and assessed a comprehensive bank of evidence to support the view that DPHA is compliant with the above requirements. 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. We also take account of good practice advice using for example the Scottish Federation of Housing Association's toolkit.

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, diversity, inclusion 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 safety, electrical safety, water safety, fire safety, lift safety, asbestos, and damp and mould.

We have sought specialist advice to monitor our compliance in these areas and to support our assurance. We can also confirm that none of our housing stock has RAAC present.

As part of our review of compliance, we have adopted an improvement focus and have identified a small 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 quarterly 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, technological 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 and a key priority is gaining customer insight to continue to improve our services.

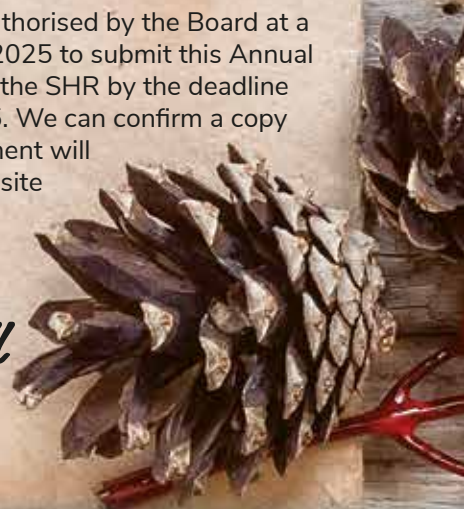
We recognise that we are required to notify the SHR of any changes in our compliance during the course of the year and are assured that we have effective arrangements in place to identify any risks to our compliance.

As Chairperson, I was authorised by the Board at a meeting on 28 October 2025 to submit this Annual Assurance Statement to the SHR by the deadline date of 31 October 2025. 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



We are Dalmuir Park Housing Association

What's missing? Its U!

Are **U** passionate about your local community?

Would **U** like to make a difference?

Are **U** someone who shares these principles:



If so, then what are you waiting for? Become a Board Member today by contacting us on **0141 952 2447 (option 2)** or send an email to **admin@dpha.org.uk** and put the **U** in Dalmuir Park Housing Association!

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 2024/2025 Annual General Meeting (AGM) was held at the Golden Friendship Club, on Tuesday 2 September at 6.30pm. We had a fantastic turnout, and was the most attended AGM yet. We look forward to seeing you all again next year.

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:

Community Investment Plan:

The Board approved its first ever Community Investment Plan during the year.

Dalmuir Park provides a variety of positive benefits that increase social and economic opportunities for our tenants and the wider community.

When the Board approved our new Business Plan in 2024, we made a clear commitment to integrating community investment within our organisation.

We are not just a social landlord providing safe, warm and affordable housing to those in

need – we are and want to be a key partner in delivering where we can economic and social renewal within the Dalmuir area.

Developing and implementing our Community Investment Plan will be a key priority for 2025/2026 and beyond.

Rental Off The Shelf (ROTs) Funding, 2024/25:

We received £262,500 of funding from the Scottish Government in 2025/2026, which allowed us to buy 6 properties on the open market and then allocate them to people on our waiting list or who are homeless.

This scheme allows Dalmuir Park to increase the number of affordable homes that we own for social rent.

Winterfest, 2024:

We held our first ever Winterfest event in December 2024 and the event, which was free, was a huge success with over 200 people attending.

Santa, the Elves and the Grinch all made star appearances and the feedback we received was tremendous. Winterfest will be returning in 2025 and will be expanded based on feedback we received from the 2024 event.

Partnership with two other Housing Associations:

In October 2024 we entered into a partnership with two other housing associations, which we believe is one of a kind.

We jointly employ an HR specialist with Cloch HA, based in Greenock and Barrhead HA, and our Head of People & Culture provides specialist HR support to the Board and our Leadership Team.

We want to make sure Dalmuir Park is a great place to work, and we see our collaboration with the other two housing associations as a great way to help us to achieve this.

Here is your new Board Of Management Members for 2025 – 2026

Gavin Waddell	Chairperson
David McIndoe	Vice Chairperson
Stephen Boag	Elected Member
Michelle Donnelly	Elected Member
Karen Dyson	Elected Member
David Edgar	Elected Member
Tolu Falade	Appointed Member
Nick Jardine	Appointed Member
Jade Murray	Elected Member
Ata Rahmani	Elected Member
Sonia Smith	Elected Member



Here Excellent Accountable Results Together

Farewell to our retired Board Members

The Association would like to extend a big thank you to the Board Members that retired from their Board of Management positions at the AGM, these members are Ian Lennox, Anita Williamson and Francis Polding.

Each member during their time at DPHA were instrumental in our decision-making outcomes, overseeing our compliance with regulatory requirements, our performance, overseeing our investment programmes including stonework repairs, new kitchen and bathrooms and not forgetting tenant health and safety within your own home and communal areas.



We appreciate the contributions that each of them made during their time on the Board of Management and we wish them all the best in their future endeavours!



Book a free collection today

Your donated furniture & electricals save lives

Call your local BHF Clydebank Home Store
01414 138224
bhf.org.uk/collection



Heart and circulatory diseases kill 1 in 4 people in the UK.

Funds raised from donated items like your unwanted sofa, TV or fridge can help find the cures, treatments and preventative measures needed to beat heart and circulatory diseases. We'll collect them from your home for free and find them a new life.

We need good quality:

- Sofas, suites and chairs
- Beds and bedroom furniture
- Dining tables and chairs
- Coffee tables and side tables
- Homewares (pictures, mirrors etc)
- Office furniture
- Televisions, DVD players, radios and Hi-Fis
- Fridges, washing machines, microwaves and other appliances
- Baby equipment (prams, cots, high chairs etc.)
- Also clothes, books, CDs, DVDs, shoes and accessories

There are some items we can't take for safety or quality reasons.

Book a free collection
Call your local Clydebank Home Store
01414 138224
bhf.org.uk/collection

giftaid it
Don't forget to add Gift Aid to boost the value of your donation by 25%

©British Heart Foundation 2021, a registered charity in England and Wales (225971) and Scotland (SC039426).

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

We are continuing to upgrade the remaining properties by replacing cold water storage systems with direct mains water connections.



Damp & Mould

Mould and damp can cause serious problems to your health if left untreated. We are committed to ensuring your home is safe and habitable and will act on any reports of damp & mould.

We do this by inspecting the property as soon as possible and attempt to identify the causes. We will issue work orders to carry out any necessary repairs and check in

with you after a period of time to make sure the problem has been eradicated.

The most common cause of damp & mould we see is condensation related damp and mould. Condensation will form when warm air meets a cold surface and usually forms on bathroom ceilings, around windows and behind furniture. The problem will also worsen if you do

not adequately ventilate your home.

There is a lot more information on our new website page dedicated to Tenant Health and Safety. Please do check it out **Dalmuir Park Housing Association | Tenant Safety** but here's a handy list on ways you can help to reduce condensation within your home.

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

Major Repairs

All contracts are progressing well with the bathroom and kitchen surveys completed and the window surveys nearing completion. We are still trying to get into a few properties to measure for windows, if you receive a call from CR Smith please give them a call back to arrange a suitable time for your windows to be measured.

All works are due to start January / February 2026 with MCN installing bathrooms then kitchens and CR Smith beginning the window installations at Glebe Court & the

remaining properties at the Crescent before moving on to Burns Street. The windows at Pattison Street will be planned in for April 2026. In total we will be carrying out 53 kitchen replacements, 36 bathroom replacements and 52 window replacements this financial year

If you have any concerns regarding the condition of your bathroom, kitchen or windows please get in touch with us and we can check our plans to ensure we are refurbishing the right homes at the right time.



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.

There is a lot of information on our DPHA website in relation to Tenant Safety – please check out www.dpha.org/tenant-safety

FIRE SAFETY – COMMON CLOSES

DPHA have employed RWH Health & Safety Consultants to carry out Fire Risk Assessments in all our common closes. They will be carrying out these inspections over the coming weeks on Friday, Saturday and Sunday mornings. They won't require any access to your home but will be checking the stairs and access points to ensure they are safe in the event of the need for an emergency evacuation. They

will have ID on them if you have any concerns about who is in your close.

If you have any items in the close that are deemed to be a fire safety risk you will be given an opportunity to remove them, if you fail to do that in the given timescales, DPHA will arrange to get the items removed and disposed of. They will not be returned.

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.

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. You should also make sure your getting all the help you are entitled to through eligible assistance such as:

- Warm Home Discount
- Priority Services Register
- Energy Grant Funding Support

To check eligibility requirements or if you have concerns around your energy billing or want to change your meter, go to www.energyadvice.scot or call Energy Advice Scotland directly on **0808 196 8860** for more information, advice and assistance.



Home Contents Insurance

DPHA does not cover the loss or damage to your home contents and personal belongings. Accidents and weather events can lead to flooding in your home where your belongings, carpets, window coverings are damaged. DPHA are not responsible for the replacement of these items, we will of course make any necessary repairs and we would encourage all our tenants to look at taking out your own contents insurance.

Thistle home contents insurance is specifically for social housing customers and is available to all our tenants and residents. For more information or to receive a quote please contact Thistle directly – details opposite.

THISTLE
TENANT RISKS

The Thistle Tenant Risks Team are here to help!

We understand the importance of being able to speak to one of our customer service team. That is why we offer a call back service.

For tenants and owner occupiers wishing to discuss home contents insurance, the cover available and payment methods, why not request a call back.

How can you do this?

Visit: www.thistletenants-scotland.co.uk complete the enquiry form and wait for one of our helpful Team to call you back.

Email: tenantscontents@thistleinsurance.co.uk leave your contact details and someone will call you at a convenient time.

Thistle Tenant Risks – making life a little easier!

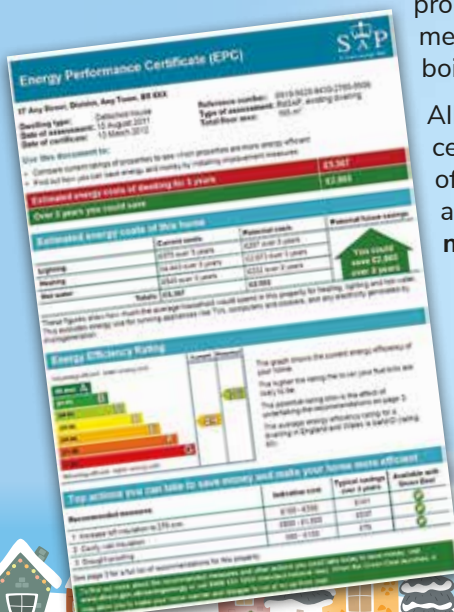


Energy Performance Certificates – EPC's

An EPC is a relatively straightforward certificate (example shown below) and will give an indication of how much it will cost to heat and power your home and any measures DPHA could carry out to improve the efficiency of your home. It also lists potential savings you could make to help energy efficiency and running costs within your property. EPCs are currently valid for 10 years from the date of issue there will come a time when DPHA need to update your EPC certificate.

DPHA will letter you to advise you that your EPC is needing updated, the survey takes about 30-40 minutes, the contractor will measure your property, look in the loft for insulation, measure radiator and visually check the boiler/heating in your property.

All our properties have a valid EPC certificate. If you would like a copy of the EPC for your home give us a call on **0141 952 2447** or email maintenance@dpha.org.uk



Here Excellent Accountable Results Together

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: 999

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 from 12pm on Christmas Eve (Wednesday, 24 December) reopening Monday, 29 December 2025. Then closed from 12pm on New Year's Eve (Wednesday, 31 December) reopening Monday, 5 January 2026. During the times of closure, their line will automatically transfer to Sedgwick International, loss adjusters who will triage any urgent matters.

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).



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, give feedback on our repairs service, send us a message and much more. To have access to this feature we will need an up-to-date email address for you.

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 4pm on Tuesday 23rd December and will re-open at 9am on Monday 5th January 2026).

Rent Review – Final phase of rent harmonisation



You may recall that DPHA began our rent harmonisation project last year to standardise the way DPHA calculates the rent for our properties. Considering feedback from our tenants on our rent harmonisation proposals and rather than introducing the new rent structure in the one go, the Board agreed to introduce the changes over 2 years. This means that as of 28/03/2026 all DPHA rents will move on the rent as calculated on DPHA's rent model with the % increase for 26/27 applied. We will begin the consultation period as normal in January, and you will receive our rent

increase proposals along with the opportunity to give us your feedback.

Due to the final phase of rent harmonisation, you may see a higher rent increase than the agreed % increase. This applies mostly to our existing tenants prior to March 2026 residing in properties with 3 bedrooms or more and those who live in semi-detached or terraced housing.

If you have any concerns in relation to your potential rent increase, please contact the Customer Services team on 0141 435 6535.

CHANGES TO REFUSE COLLECTION

From November 2025 West Dunbartonshire Council are changing the way they collect your refuse. Your household will continue to receive a weekly collection, on a three-week rolling basis with two recycling collections and only one general waste collection in each three-week period.

Every household will have received a pack from WDC containing all the information you need. Within the pack, there was also be a sticker which must be attached to your general waste bin to ensure it is collected.

Please note, only bins with this sticker will be collected. If you have an additional general waste bin but do not have a specific need for it (as outlined below), it will not be collected and DPHA will make arrangements to have bins without stickers removed from the back courts.

If you have a large family, children in nappies, or clinical waste, you can apply for an extra bin. If you already have a second bin, you can apply for an additional sticker instead. To find out more or to apply, email wasteaware@west-dunbarton.gov.uk.

Recycling and Waste

Your blue recycling bin will now be collected twice in every 3 week period. This is in effort to increase recycling and reduce landfill. Full details of what can be **recycled from home** and at **communal recycling points** are available at www.west-dunbarton.gov.uk/recycling-and-waste/what-goes-in-my-bins-bag

If you find that your blue recycling bin is filling up too quickly, you can request an additional recycling bin free of charge. To request a new bin, please email wasteaware@west-dunbarton.gov.uk.

Addressing Common Concerns

- **Will this cause missed collections?** This change will not stop missed bins entirely, but if a bin is missed, you can report it to us at DPHA or use the WDC online service at www.west-dunbarton.gov.uk/recycling-and-waste/missed-bin. This is the quickest and easiest way to be kept informed.
- **Will this lead to fly-tipping?** WDC do not expect an increase in fly-tipping. Other councils that have made similar changes have not seen an increase. The change in the collection schedule is simply to encourage residents to recycle more.
- **Will this attract vermin?** It is unlikely that vermin will be attracted to your bins. Your food waste will continue to be collected every two weeks.
- **What if I do not receive my sticker before the new cycle starts?** Information packs, including stickers, have already been issued if you have not received a pack please contact WDC by email - wasteaware@west-dunbarton.gov.uk

Contaminated Bins

DPHA recently arranged for all contaminated blue recycling bins throughout our stock to be emptied and returned to the back courts. This came in at a total cost of £1,014 an average of £35 per contaminated bin.

The correct disposal of waste is your responsibility, moving forward DPHA will not be emptying contaminated bins free of charge. If there is a contaminated bin in your back court all residents will be given an opportunity to remove the inappropriate waste and re-present the bin for collection. **If the bin remains contaminated for more than 3 weeks we will arrange for it to be emptied and the cost of this will be recharged to every resident within the close.**

Your recycling bin will not be collected if it contains items that are not meant to be in there including:

Please do NOT place into your blue bin:

- Glass
- Food waste
- Plastic bags
- Plastic film and black plastic food trays
- Polystyrene or other plastic packaging material
- Paint tins
- Foil wrapping paper
- Hard backs from catalogues or books (inner pages can be recycled)
- Photographs
- Paper/kitchen towels
- Cardboard contaminated with food e.g. Pizza take-away boxes

BICYCLE STORAGE

COMING
SOON

DPHA have submitted a successful funding application to Cycling Scotland and we have been awarded funds to install a “bread bin” style bicycle storage unit for 6 bikes. This unit will be installed on DPHA property opposite the allotment site on Dumbarton Road.

Should this pilot project be successful we would hope to apply for further funding to allow similar storage solutions in other areas within DPHA stock.

As you will be aware DPHA have a zero tolerance for bicycles being left on the common stairs and landings. If we find a bike or other items left in the common areas you will be given an opportunity to remove them, if you don't then DPHA will remove any items that are causing an obstruction and / or safety hazard.



COMMUNITY SPIRIT AWARD

The Association recently introduced a Community Spirit Award project as part of its Community Investment Plan. Its purpose is to recognise the efforts of those who make a difference to projects run or connected to the Association, which ultimately benefits our local and wider community.

The first recipients were Anne Kelly and Barbara McGinley. Anne & Barbara were presented with their awards for their contribution, as volunteers, to our Dalmuir Out of School Care Group Learning Garden.

Volunteers are crucial to projects being successful and their time and effort given to the Learning Garden has led to its upkeep and development, to which we are extremely grateful.

Anne & Barbara were presented with their awards at our AGM in September and are pictured with our Chair Gavin Wadell.



DPHA & DOSCG TEAM UP FOR ANOTHER YEAR WITH CLYDEBANK FC

The Association linked up with Clydebank FC for a second season sponsoring two pitch side advertisements at Holm Park. These adverts are designed to attract kids from the wider area to our Playscheme at DOSCG and also hoping that we can attract new members to join our board.



BANKIES PARTNERSHIP IS "JUST THE TICKET"

The Association strengthened its community partnership with Clydebank FC by securing two complimentary season tickets for home matches at Holm Park.

As part of its commitment to Health & Wellbeing, the Association can now offer tenants and staff members an opportunity to attend league and cup

games at Holm Park as 'The Bankies' attempt to return to the big time.

Clydebank currently sit at the top of the Lowland League and attract big crowds at every home game. Visit www.clydebankfc.com for more information on their history and what the near future may bring.





50/50 Draw

The most recent 50/50 draw, held on 10 August 2025 at Shaftesbury Street Complex, was hosted by our sheltered tenants. Congratulations to our lucky winner, Eric Gibson!



80th Birthday Celebrations

Nan Hamilton turned 80 in spectacular fashion. Congratulations on this joyful milestone!

MACMILLAN. CANCER SUPPORT Coffee Afternoon

At the request of our sheltered tenants, a Macmillan Coffee Morning was held to raise funds for Macmillan Cancer Support—and it was a resounding success!



Tenants, staff, and children from DOSCG all contributed their baking talents, with additional delicious donations from the DPHA office.

Staff members also pitched in by moving between our two units to support the event.

Thanks to everyone's generosity and teamwork, we proudly raised £286.

A heartfelt thank you to all who baked, donated, and participated!



Retirement

We bid a warm farewell and extend our heartfelt best wishes to Eric, who has retired from his role as Support Worker at Shaftesbury Sheltered Housing.

Eric's dedication and the meaningful contributions he made during his time with us have left a lasting impact.

He has been a truly valued member of our team, and his presence will be deeply missed. We wish him all the very best in this new chapter of his life, may his retirement be filled with joy, relaxation, and well-deserved adventures.

Highlights from Our Sheltered Complexes!

Our first tenant taster event featuring country music from the 50s–70s, line dancing, and a sing-along by Elaine Dallas—much enjoyed by all.



Tenants enjoyed two clay classes, creating Halloween ghosts and Christmas ornaments.



Tenants from both complexes enjoyed a lively Bollywood dance and music session. Thanks to all who joined in and gave it a go!



Both complexes hosted a successful Sunday Lunch for 24 tenants, who praised the food and staff. Billy won the bingo at Shaftesbury Street.



Tenants at both complexes enjoyed a Boccia taster session with Kirsty and the West Dunbartonshire Boccia Club. The friendly competition saw two teams score 13 and 4, with winners proudly receiving their cups.

HALLOWEEN FUN

Thank you to everyone who joined our Halloween celebration, complete with a tenant requested buffet from Paisley Pie Company. The macaroni was "to die for," sausage rolls "sensational," and cakes "bloody good"!

Jim (Doctor Death) won best costume at Shaftesbury Street after a tough decision, while Elizabeth took the prize at Nairn Street. Christine's unique bingo style kept everyone entertained! Congrats to Tricia and Ina, our bingo winners.

It was a fantastic afternoon of great food, fun, and company!



Thank you!

These events were offered free of charge, made possible through generous funding from the Community Mental Health & Well-being Fund, supported by WDCVS West Dunbartonshire and the Scottish Government.

A heartfelt thank you to all the staff whose efforts made these events such a success.

You Asked — We Delivered!

- ✓ Activities to aid well-being: chair exercises, line dancing, karaoke, clay/glass/jewellery/art classes
- ✓ Halloween event meal supplied by Paisley Pie Company
- ✓ Macmillan coffee afternoon to raise funds for cancer charity
- ✓ Cod-Father meal event
- ✓ Home-cooked Christmas lunch (to be arranged)
- ✓ DPHA Christmas Bash to be held on 06 December 2025

We'd love to hear your thoughts and ideas—come along and join the conversation at one of our upcoming tenant feedback sessions:

Shaftesbury Street Common Room
12 December
11:00am – 12:00noon

Nairn Street Common Room
12 December
1:00pm – 2:00pm

Your voice matters—let's shape the future together!

HELP US TO COMMUNICATE WITH YOU

To help us communicate with you quickly and reduce postage costs, we are moving to digital communication. If we have your email address, we'll send updates by email and through our New Tenant Portal. If you'd prefer to keep receiving letters by post, just let us know.

It's important to keep your contact details up to date.

If you have a new phone number or email address, please notify us by speaking with any member of staff or call us on 0141 952 2447. If you wish, you can always email us at admin@dpha.org.uk and pass on your up to date information.

To protect your rights to assignation or succession, inform us immediately of any changes in your household. If someone is moving into your property, you must obtain permission from us. Section 12 (2) of the 2014 Act makes the following changes to

Housing (Scotland) Act 2001 – “the house must have been the tenant's only or principal home during the 12 months immediately before the tenant applies for written permission to pass their tenancy to someone else (previously there was no qualifying period)”. **4. Assignation - Scottish Secure and Short Scottish Secure Tenancies: guidance for social landlords - gov.scot**

We understand the importance of your personal information and ensure that all details are managed according to our policies and the General Data Protection Regulation (GDPR). Thank you for helping us keep your information up to date.



Health and Wellbeing Services Available to Support You

Everyone needs a helping hand from time to time, and this time of year can be harder for many of us. The list below signposts services in the area that are available to offer support. If you're unsure where to start, feel free to contact DPHA for more information and guidance.

- www.hubofhope.co.uk – put your postcode in for services near you
- Clydebank Men's Shed - 07541 311534 **Scottish Men's Shed Association - Clydebank (Dalmuir) Branch**
- Men Matter Scotland - 0141 944 7900 **MEN MATTER SCOTLAND**
- Chatty Café – Erskine Ferry Road Old Kilpatrick G60 5EU
- Stepping stones – 0141 941 2929 **Homepage - Stepping Stones**
- Breathing Space - phone 0800 83 85 87 or use a textphone to contact Breathing Space on 18001 0800 83 85 87, or use the Relay UK app. www.breathingspace.scot
- Live Active Scheme - Diane Montgomery, 0141 951 4646 **Live Active Referral Scheme | West Dunbartonshire Council**
- The Nook from SAMH - 0141 530 1000 - **SAMH**
- Citizens Advice – **West Dunbartonshire Citizens Advice Bureau (CAB)**
- Victim support – 28 Kilbowie Road, Clydebank 0141 952 2095 <https://find-open.co.uk/clydebank/victim-support-1879587>
- Asbestos Clydebank – 0141 951 1008 **Clydebank Asbestos Group – Helping Victims of Asbestos Related Disease**
- Samaritans - 116 123. Calls are free and volunteers are on hand 24/7, 365 days a year. www.samaritans.org
- Women's Aid – National Domestic Abuse Hotline (managed by Refuge) - 0808 2000 247 – www.womensaid.org.uk
- NSPCC – 0808 500 5000 available Monday to Friday between 10am to 4pm. Email – help@nspcc.org.uk – www.nspcc.org.uk

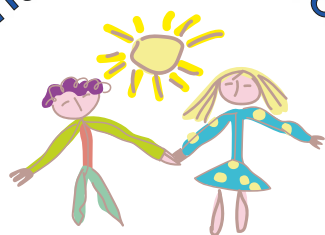
ASSOCIATION DONATIONS - GIVING BY MARGO

The Association includes a small sum of money within its budget each year, as part of our Giving By Margo fund, to support small projects created by local groups, charities, schools etc.

If you feel that a donation from The Association may assist in you making your project a success, please visit the wider role section on our website for more information, and to see if your group meets the criteria to apply.



Dalmuir Out of School



Care Group



Summer Playscheme 2025!

It was all Go! Go! Go! this summer as we launched into a full-on playscheme with Radnor Park Out of School Care.

We saw this as an opportunity to try new things and there wasn't a day when we weren't out and about.

Whether it be by foot, bus, coach or subway, the kids embraced every opportunity to make new friends, explore new places, and have humungous fun!



DOSCG and ROSCG



DOSCG is thrilled to partner with Radnor Out of School Care Group (ROSCG) to deliver a community playscheme.

Since summer, we've enjoyed working with their team especially Tracy and Kellyann and getting to know the children.

We're excited to grow this new relationship.

Radnor Park (based in His Family Church, Spencer Street, Clydebank) offers a fun, welcoming environment led by qualified childcare professionals. They currently collect from Kilbowie Primary and welcome children aged 4-14 for further details please contact: Tracy Pauley (ROSCG Manager), 0141 941 0219 / 07564817980 or email radnorparkoosc@yahoo.co.uk



Fundraiser

On Friday 3 October 2025, we embraced the 80s in style to raise funds for DOSCG and ROSCG. With vibrant outfits, energetic dancing, and fantastic music from The Moonlighters (featuring our own Dougie Wilson), the night was electric.



Over £1000 was raised through ticket sales and raffles, a huge thanks to everyone who made it unforgettable!



Sponsored walk

The Summer Playscheme was full of energy and enthusiasm as the children took part in a sponsored walk along the Nolly from Dalmuir to Bowling. Despite the unpredictable weather, spirits remained high, and the kids were rewarded with a well-earned picnic at Bowling Harbour after completing their 3-mile trek. Thanks to their fantastic effort and community support, we proudly raised an impressive £477.19 for the children of DOSCG/ROSCG. A huge well done to everyone involved!



Jake McNab

Some of you may have been watching BBC Scotland when one of the kids from DOSCG made an appearance in an article about a courageous local family. The McNabs were raising awareness for the importance of organ donation as part of Organ and Tissue Donation Week in September. Arlene and Brian McNab's son Zac was one of the youngest children to receive a liver transplant as a baby, so it is a cause very close to their hearts. Zac's older brother, our very own Jake, has been an amazing champion for his family, raising money for charity and just being an absolute star.

Jake says, "My family are special, I love helping them."

We are incredibly proud to have Jake as part of the DOSCG family, as well as Zac, Arlene and Brian

For further information on organ and tissue donation visit: <https://www.organdonation.scot/>



Megan Brown

The team here are delighted to welcome DOSCG alumna Megan Brown who has joined us as a Sessional Playworker.

Megan has already brought with her kindness and creativity, and we look forward to seeing what she brings to the team in the future. Welcome back to the family Megan!



And finally... Elaine Kelly

It is with a heavy heart that we announce the departure of the wonderful manager Elaine Kelly from DOSCG. Elaine has been an essential part of our team for over 17 years and, during her time here, has made a lasting impact through her dedication, creativity and positive outlook.

Elaine has been more than just a colleague, she has been a friend, a mentor and a source of inspiration to us all.

Her presence will be greatly missed but I'm sure you'll join with us in wishing Elaine all the best!



With over 30 years of experience in active childcare, DOSCG has developed a distinctive approach to unlocking children's learning potential, nurturing their creativity, and encouraging exploration through engaging experiences.

We currently provide escort services for three local primary schools: Clydemuir, St Stephen's, and Our Lady of Loretto.

Service Times:

In-Service Days and Playscheme
Monday to Friday, 7:45am – 6:00pm

If you would like to book your child(ren) for any of these sessions, please contact us at doscg@dpha.org.uk or call 0141 951 4499 to speak with a member of our friendly team.



Christmas Wordsearch



Can you solve our Christmas Wordsearch?

Try to find all of the words below - but be warned, the Grinch has been messing with the words and some are backwards!

R M C I G S B C T Y N N O A T S L L T I E R
R C T O C I A R W C H R I S T M A S T R E E
H A U E C S U M R S A N R R E I T U D U M L
L D R B A L B S G N I K C O T S T C Y S I S
C E K W N W L E O O B E Y S M T O R N I S I
L S E L D I E C N W S N E A N O W R E A T H
I D Y G L N S E S M B E Y T I V I T A N L H
R N G N E E I T D A E R B R E G N I G N E O
I D I E S N S M I N E G S I A A R N N A T T
O N E G O L E L U Y N E N S R T Y P O D O C
R O C L S L E E O H L S A N E T Y R O N E H
A T A C A S T O S C A N D Y C A N E S Y H O
T R E G U T T W C E M N O K N D G S A C E C
T G R E M S R A E E S D E C E M B E R T O O
I L N R R N A E A C M A A S L A U N R O R L
U T T C E R R L C K I S T O O P E T N C A A
Y R R C A R O L S T G W I B S N I S Y E L T
R C E R E I N D E E R R A A L E R S S L T E
W S Y W B G D T T E I T A C C R S T I A S O
S A N T A C L A U S N P C O C T S N C T E E
T K M B Y T E S D E C O R A T I O N S I S T
A R A M L N M G E C H E L Y I L E O O Y E G

CHRISTMAS TREE

BAUBLES

TURKEY

PRESENTS

GRINCH

NATIVITY

GINGERBREAD

DECEMBER

SNOWMAN

MISTLETOE

WREATH

STOCKINGS

YULE LOG

REINDEER

SANTA CLAUS

CANDY CANES

CANDLES CAROLS

DECORATIONS

HOT CHOCOLATE

Looking after your mental health over Christmas

Set your boundaries

If you're not comfortable, it's too much. Know something isn't helpful for you or you want to take a break - you can just say no and step away.

What do you need?

Speak to loved ones to tell them what's best for you. Let them know what you find difficult and your coping methods.

Ask for help

If you're struggling, you can still get support. Mind, CALM and Samaritans are all open over Christmas.

Connect

Christmas is a great time to get in touch with old friends & family. Share, chat and laugh with people you care about.

Ease the pressure

Christmas can be a highly pressured time. Take some time out to yourself. You don't need to justify yourself to anyone.

Look after your body

There's nothing wrong with a treat at Christmas but too much can have an impact on your mental health. Try to get some exercise and healthy food in you.

Plan ahead

Try to build some structure in your days. If you know Christmas comes with some triggers, try to prepare coping strategies to help.

Talk & listen

Christmas can be a hard time for many. Don't be afraid to speak to someone. And if someone speaks to you, be sure to listen intently.

The Electoral Commission

Register to vote today. It's quick and easy, just go to gov.uk/register-to-vote

Scan to register

YOUR VOTE MATTERS
DON'T LOSE IT

FIND 10 DIFFERENCES

Heart Here Excellent Accountable Results Together

23

2026 CALENDAR

Rent Payment Due

Public Holidays 2026

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



INVESTORS
IN PEOPLE

