

delivering housing
improvements

delivering
improvements



what's planned for the homes in your area from 2013-2014



West
Dunbartonshire
Council

delivering housing
improvements

delivering
improvements

Building Homes and Improving Communities





contents

introduction 2

The West Dunbartonshire Standard 5

what's planned for your area 8

Vale of Leven 9

Dumbarton 23

Clydebank 37

glossary 57

contacts 58

other useful numbers 59

introduction

Introduction

We need to make sure all our houses meet or exceed the Scottish Housing Quality Standard (SHQS) by 31 March 2015.

To do this we are carrying out a range of works to our houses over the next two years and making a substantial investment in our tenants' homes.

This booklet sets out our plans and lets you see where and when works are planned to take place.

The Council's housing investment programme is driven by the **West Dunbartonshire Council Housing Standard** which is based on:

- Putting the interests of tenants first – providing decent homes and delivering value for money from our investment programme with a well defined five year rent strategy.
- Council housing stock that meets or exceeds the Scottish Housing Quality Standard by 31 March 2015.

- A repairs and maintenance service that continues to provide effective and comprehensive management.
- Council housing stock that meets the needs of current and future tenants by effectively managing our assets and ensuring the long term viability of our housing stock.
- Non operational assets that are maximised to the benefit of the Council and local communities.

See page 5 for more information

Scottish Housing Quality Standard (SHQS)

The SHQS sets out what is acceptable, modern, good-quality housing. All social housing landlords in Scotland (councils and housing associations) have to meet the SHQS by 31 March 2015 when their houses must:

- meet the Tolerable Standard (this is a checklist which covers housing condition and building components),
- be free from serious disrepair,
- be energy efficient (covering insulation and heating),

- be provided with modern facilities and services, including kitchens and bathrooms and
- be healthy, safe and secure (covering pipework, ventilation, electrical and gas systems, smoke detectors, lighting and access doors).

Major programmes of work are required to make sure all our houses meet the required Standard by 31 March 2015 – the main elements of work which will be carried out are:

- external insulation works – to high rise and low rise properties,
- external works - repairs/upgrading of roof, roughcast, paths,
- internal upgrading – installation of new kitchens, bathrooms and electrical upgrades and
- central heating – installation of new systems or upgrading of existing systems.

This booklet contains information about the most significant elements of the improvement programme.

introduction

Identifying work needed to achieve the SHQS

A programme of individual house surveys is currently being carried out to confirm whether your house meets the SHQS and to confirm the level of works required in houses that do not meet the standard. This survey is in addition to earlier surveys which provided the basis for the financial planning for the capital programme.

Remember not every house will need work to meet the SHQS – for example a new roof, kitchen, bathroom or heating system may have already been installed as part of an earlier investment programme or when the house was empty.

A 100% stock condition survey

A stock condition survey provides us with information about the condition of our housing and helps us predict its future investment and maintenance requirements. Previous surveys of the Council's housing stock involved small

percentage surveys which are then validated by individual assessments to houses.

The Council has commissioned a full 100% stock condition survey to obtain much more comprehensive information about **all** of its housing and to help plan for and target investment where it's needed now and in the future.

The company that will carry out the survey is called Savills. The surveys will begin in June and will all be completed by February 2014.

We will not have to wait until the full survey is complete before we can start to use the information to make decisions about where housing investment is needed most.

How will we assess what work is needed in your home?

The information gathered from the condition surveys will tell us what work, if any, is needed in each house. For example:

- Your electrical system will be tested to current electrical standards and any necessary renewals will be carried out.
- If you have electric storage heating, it will be replaced with a modern gas central heating system with a grade A efficient boiler (subject to your agreement, gas infrastructure availability and suitability of house type).
- If you have an existing gas central heating system with a back boiler, this will be replaced with a modern gas central heating system with a grade A efficient boiler.
- If our maintenance information tells us your existing gas boiler is no longer supported for maintenance parts we will replace it with a new grade 'A' efficient boiler.

We are also continuing with our popular new kitchen and bathroom programme.

introduction

Before any work starts in your home, you will be contacted by a member of our Housing Capital Investment Team and from our contractors to discuss the works required and to explain how and when the work will be carried out.

Paying your rent

Your rent contributes to the cost of improvements to your home, so it is important that you pay your rent on time.

Ways to pay your rent

In person:

use your swipe card and pay by

- cash or cheque
- cheque or Postal Order by post to any area housing office
- credit or debit card

Through your bank:

Pay by standing order or direct debit. This means your rent is paid automatically from your bank account. Pick up a form from the rent counter at any of the local housing offices.

At the post office:

You can also pay by direct debit at any Post Office or Paypoint outlet. Use your swipe card and pay by cash or cheque.

By telephone/internet:

Use your credit or debit card to make a payment for your rent by

- calling our Contact Centre on 01389 738 282,
- calling our automatic telephone payment service on 01389 732 376 at any time,
- calling one of our officers during working hours or
- logging onto our website: www.west-dunbarton.gov.uk and clicking the 'Pay your Way' button to go to the payment pages.

Priorities

The improvement works set out in this booklet reflect the council's key priorities to comply with SHQS by 31 March 2015 and meet it's health and safety responsibilities and landlord obligations.

Delivering Housing Improvements

We have planned these works in a way that makes best use of our resources and the time we estimate it will take to complete projects. As we progress works in your area, if there are changes to the timing of the programme we will let you know.

We recognise that delivering these improvements to your home might be disruptive, but we will make sure comprehensive support is available where it's needed to assist you through our improvement programmes.

Exemptions

There may be a few properties where we are not able to carry out work for technical reasons. If this is the case for your home we will visit you to explain the reasons why.

The West Dunbartonshire Standard (WDS)

SHQS Requirement	Main Elements	What do we mean?
Heating, Insulation and Energy Efficiency	Windows	<ul style="list-style-type: none"> All homes will have double glazing subject to any planning considerations.
	Heating	<ul style="list-style-type: none"> All homes that do not have Central Heating will have an efficient system installed. Partial central heating systems will be upgraded to full efficient systems where possible. Heating boilers coming to an end of their serviceable life will be replaced with modern energy efficient units Where possible heating systems will be gas fired wet systems. Where not feasible then a modern controllable efficient electric system will be provided.
	Cavity Insulation	<ul style="list-style-type: none"> Cavity fill insulation may be installed where the building is of a suitable construction.
	Loft Insulation	<ul style="list-style-type: none"> 200mm minimum insulation in attic spaces.
Space and Secure Living Environment	Safe Gas and Electric Systems	<ul style="list-style-type: none"> All electric systems will be tested for safety to the most recent electrical standards. Consumer units (fuse boxes) upgraded (where necessary) and priority electrical repairs will be carried out. A Certificate of electrical safety is kept on file. All gas systems will be tested for safety and certified on an annual basis. The number of electrical sockets will reflect modern requirements.
	Safe Water Supply and Storage	<ul style="list-style-type: none"> All lead pipes will be replaced internally or externally. A mains drinking water supply will be provided to all houses where technically feasible.
	Mains operated smoke detector	<ul style="list-style-type: none"> Hard wired smoke detection alarms will be fitted to all homes (with battery back up).
	Carbon Monoxide Detector	<ul style="list-style-type: none"> A Carbon Monoxide detection alarm will be fitted to all homes where there are gas appliances.

the West Dunbartonshire Standard (WDS)

SHQS Requirement	Main Elements	What do we mean?
Space and Secure Living Environment	Emergency Lighting to High Rise Blocks	<ul style="list-style-type: none"> All high rise blocks will have emergency lighting installed.
	Door Entry Systems	<ul style="list-style-type: none"> Controlled entry systems where considered necessary in consultation with tenants and owners.
Modern Bathrooms and Kitchens	Modern Bathrooms	<ul style="list-style-type: none"> To include: pedestal wash hand basin, energy efficient close coupled W.C., bath and two rows of splashback tiling to bath and whb (space permitting) Alternative shower cubicle where a specific need is identified or where the size of the bathroom doesn't allow for a full size bath.
	Modern Kitchen	<ul style="list-style-type: none"> To include: Modern wall and low level kitchen units and worktops, inset stainless steel sink, suitable space for floor standing appliances, adequate electrical sockets, mechanical extract fan and splashback tiling to sink (where appropriate) and from worktop to underside of wall units. We will make sure the kitchen design and layout is suitable for tenants with particular needs.
External Works and Common Areas	External Works	<ul style="list-style-type: none"> Necessary improvements to roofs, gutters, roughcasting and door entry systems etc will be carried out, working with owners when required to deliver these works.
	Common Areas	<ul style="list-style-type: none"> Planned and cyclical maintenance programmes (as agreed with WDTR0) will be introduced. Close painting and gutter cleaning, working with owners when required to deliver these works.

the West Dunbartonshire Standard (WDS)

The standard of works for kitchen and bathroom replacements can be summarised as:

Modern kitchen

- modern wall and low level kitchen units and worktops in a choice of colours,
- inset stainless steel sink and taps,
- tiling between the floor cabinets and wall cabinets and splash back tiling at the sink (space permitting),
- mechanical extractor fan,
- an adequate number of electrical sockets and
- suitable space for floor standing appliances and safe working space.

Modern bathroom

- pedestal wash hand basin,
- energy efficient close coupled w.c.,
- Bath,
- two course splash back tiling around bath and the whb (space permitting) and
- mechanical extractor fan.



what's planned for your area?

Our housing improvement plans are based around the three local areas in West Dunbartonshire. Each area is colour coded below.

	<p>Vale of Leven Including Gartocharn</p>
	<p>Dumbarton Including Milton and Bowling</p>
	<p>Clydebank Including Old Kilpatrick</p>

This booklet lets you see improvement works that are planned for your area. It does not tell you what works will be carried out in your home - remember, not every house will need all elements of work carried out to meet the Scottish Housing Quality Standard.

The works listed in the booklet are as follows:

- bathrooms
- central heating
- chimneys
- electrical upgrades
- flashings
- gutters
- high rise insulation
- kitchens
- low rise insulation
- main roof coverings
- paths

If you are unsure what any of these mean, please refer to the [glossary](#) on page 57.

To look up which improvement works are planned for your area in 2013/14:

1. Identify the area you live in
2. Turn to the pages which relate to your area and find your estate
3. A map showing your estate will have all the works listed alongside it.



areas

Allan Crescent and Burnbrae	10
Argyll Estate	11
Central Alexandria and Riverside	12
Central Renton and Tontine	13
Dalmonach	14
Dalvait, Jamestown and Milton Estate	15
Gartocharn	16
Haldane	17
Ladyton and O'Hare	18
Levenvale	19
Redburn, Braehead and Pappert	20
Rosshead	21
Tullichewan	22

Allan Crescent and Burnbrae

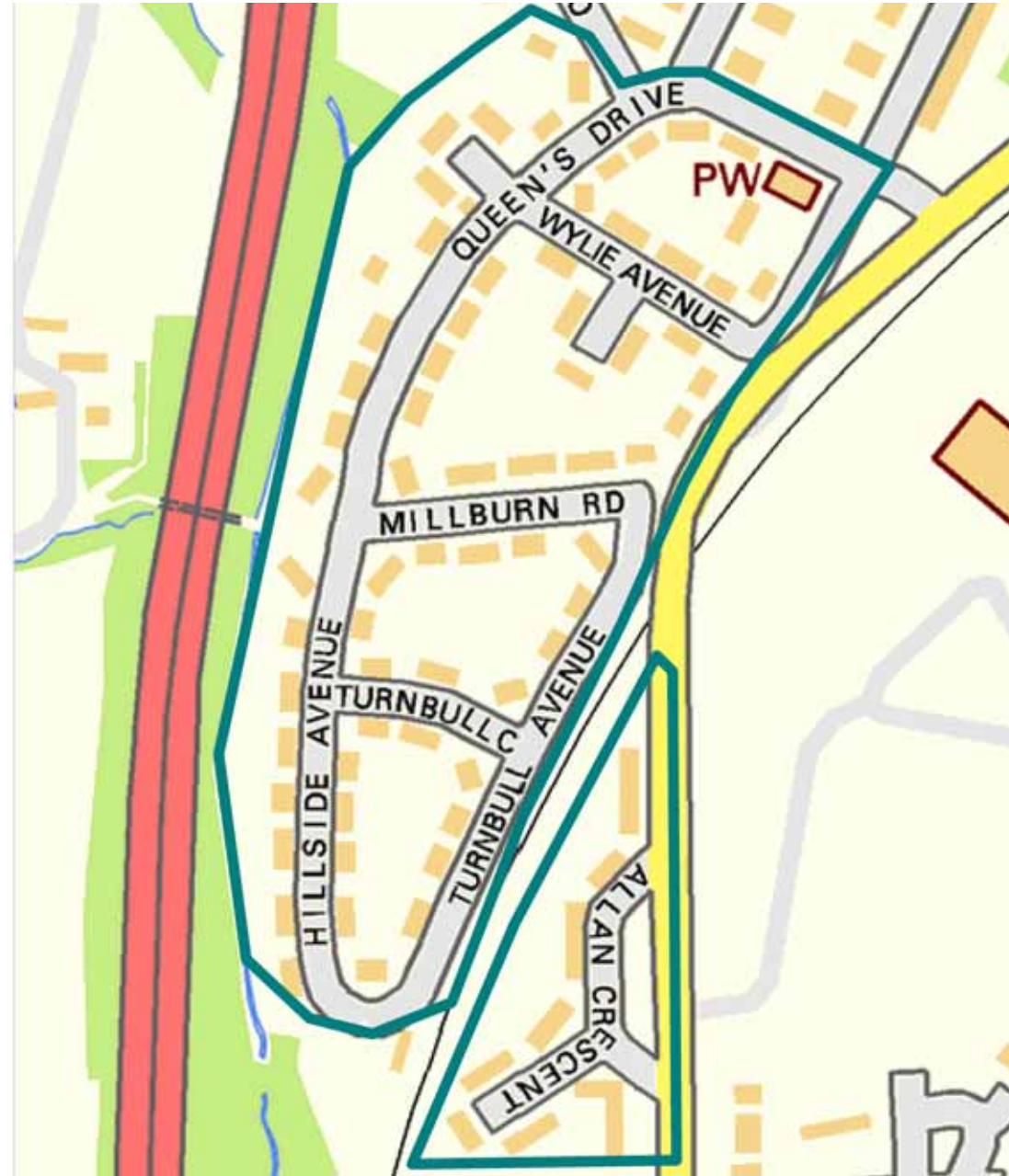
Alexandria

work number of properties

kitchens 5

paths 13

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



Argyll Estate

Alexandria

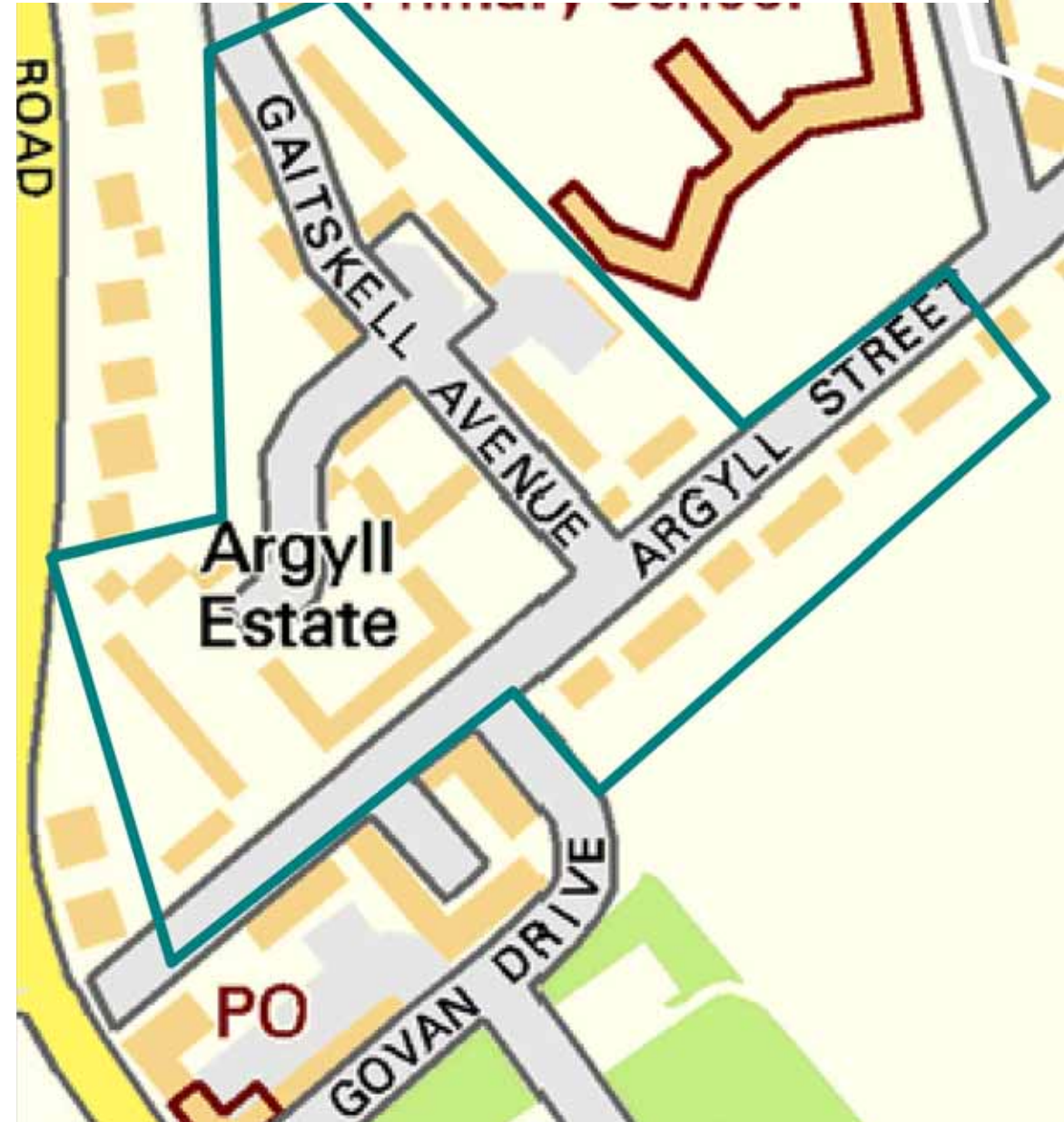
Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.

work number of properties

kitchens 9

paths 4

low rise external insulation 2



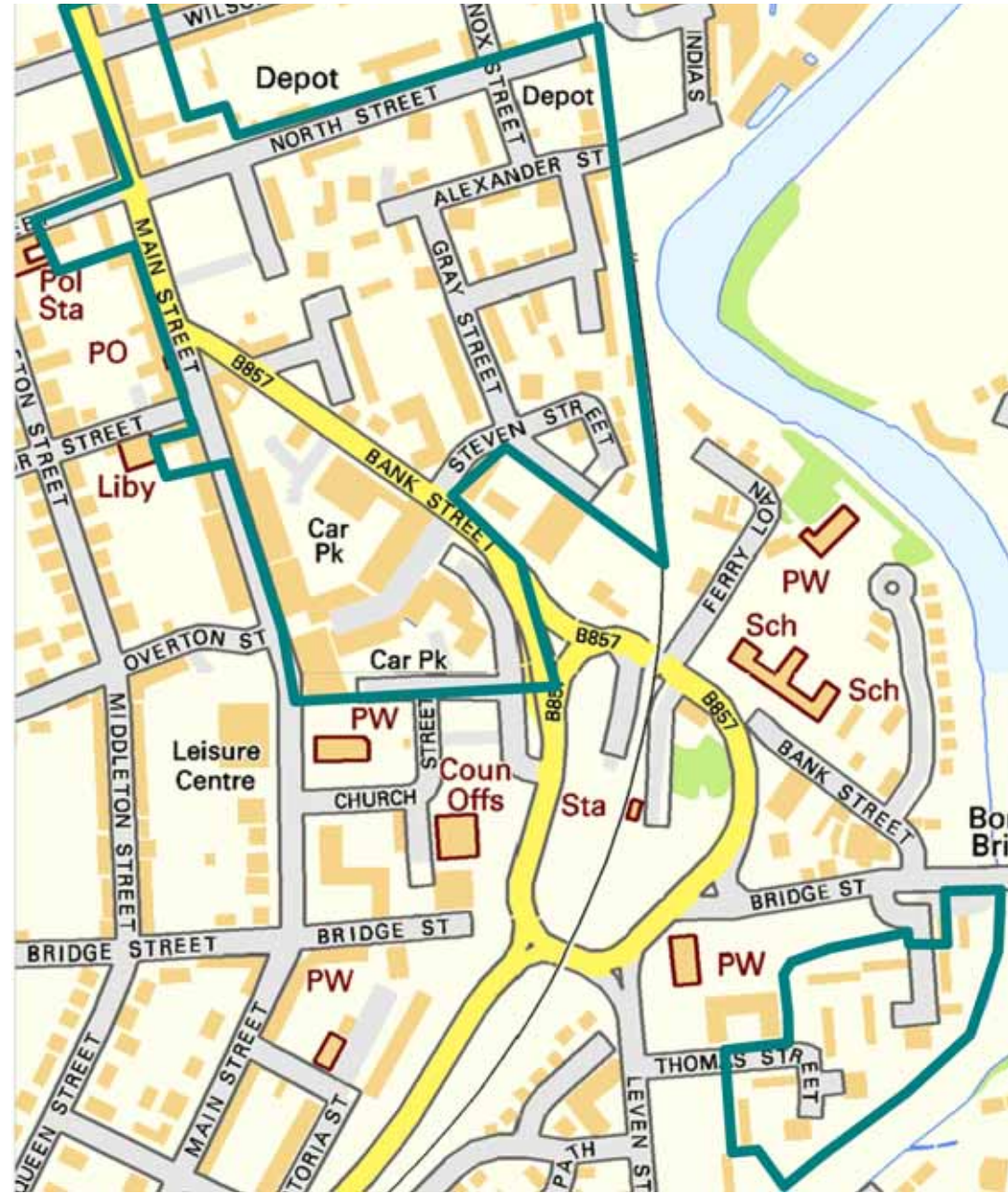
Central Alexandria and Riverside

Alexandria

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.

work number of properties

bathrooms	92
central heating	11
electrical upgrades	169
gutters	31
kitchens	32
low rise external insulation	36



Central Renton and Tontine

Alexandria

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.

work number of properties

central heating	8
chimneys	5
flashings	8
gutters	21
kitchens	17
main roof coverings	31
paths	4



Alexandria

work number of properties

bathrooms 18

central heating 7

electrical upgrades 52

flashings 2

gutters 22

kitchens 38

low rise insulation 6

main roof coverings 11

paths 13

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.

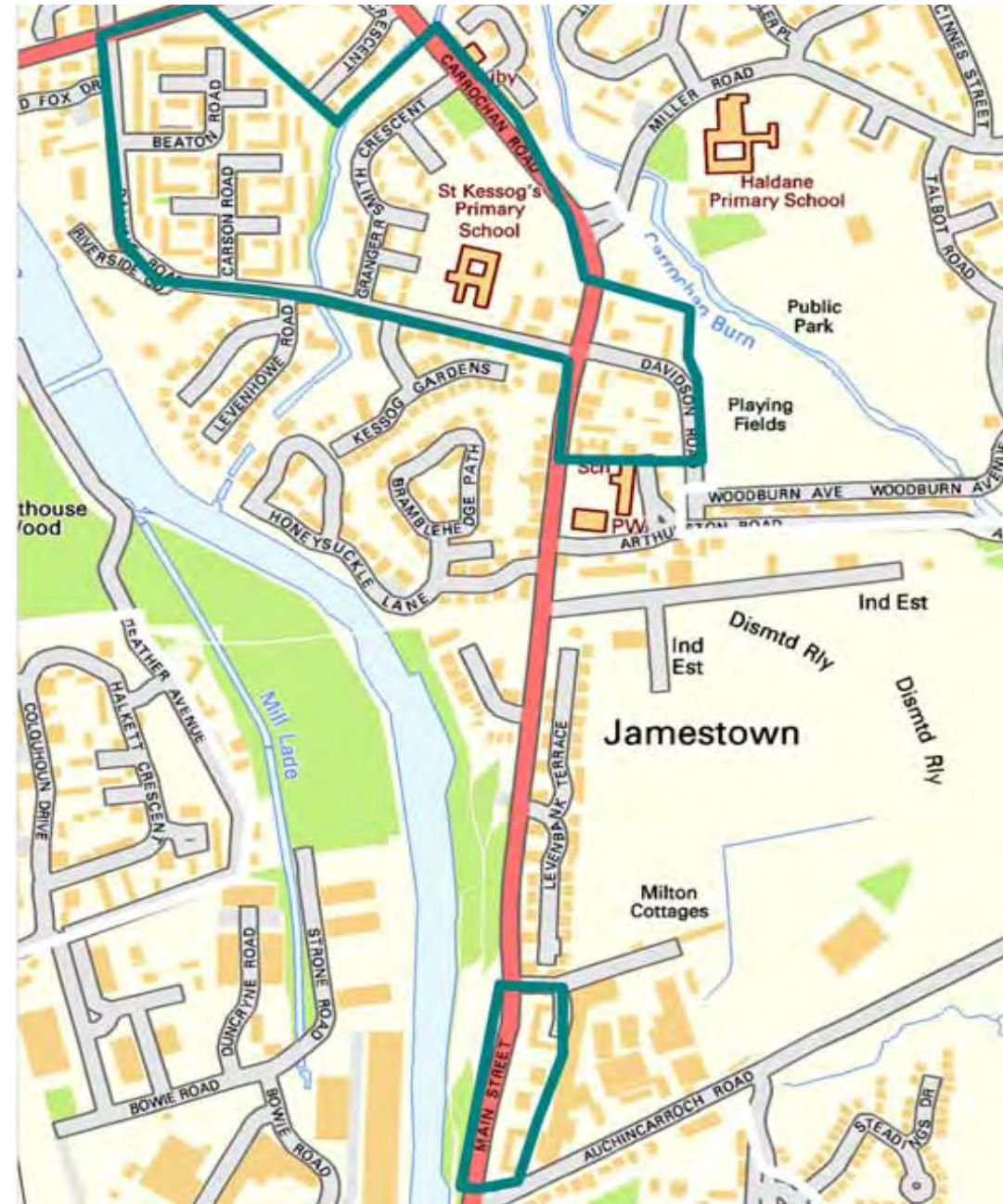


Alexandria

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.

work number of properties

bathrooms	15
central heating	2
electrical upgrades	36
flashings	2
gutters	38
kitchens	27

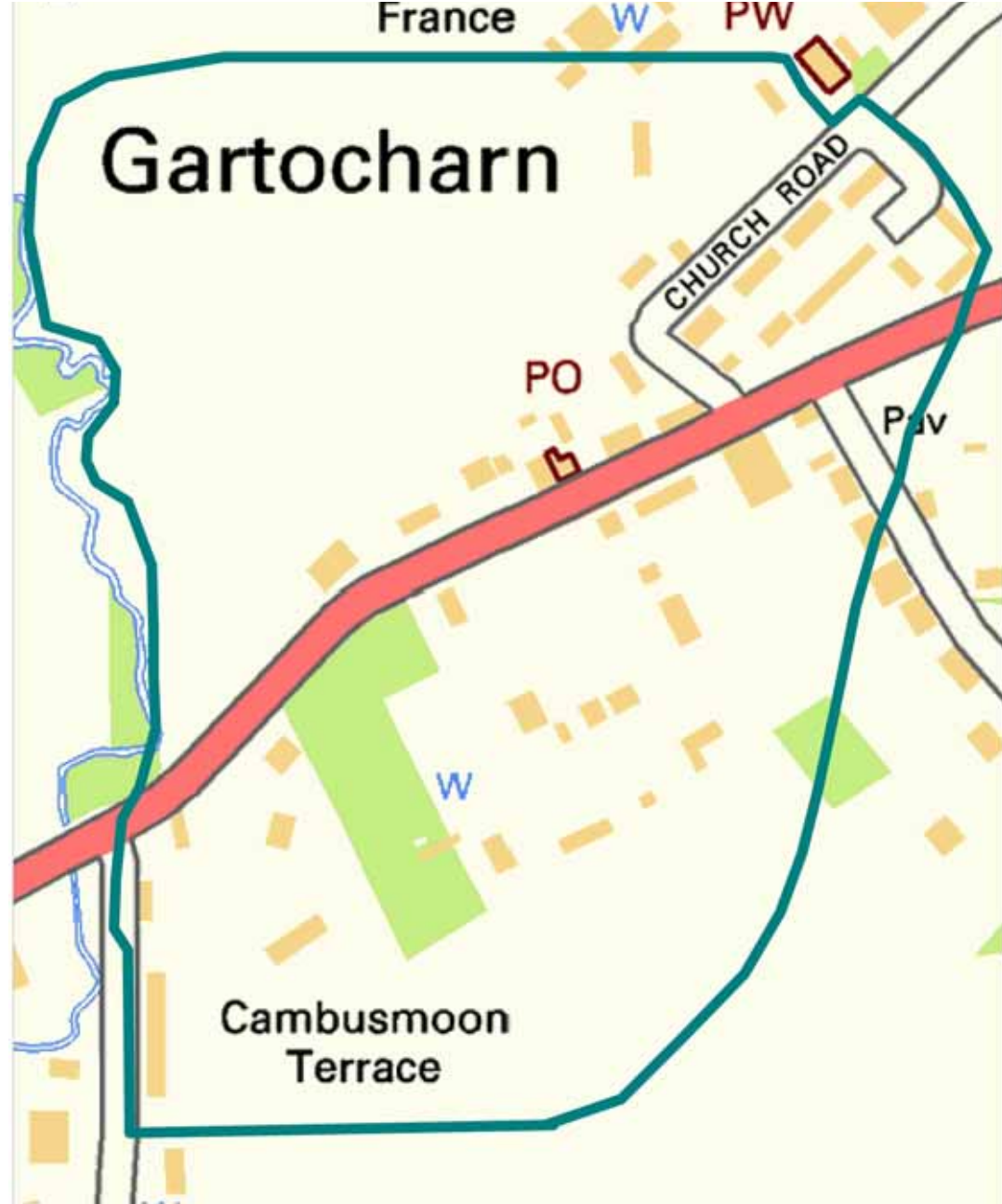


Alexandria

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.

work number of properties

central heating	3
flashings	1
kitchens	2
main roof coverings	1



work number of properties

bathrooms 210

central heating 32

chimneys 2

electrical upgrades 475

flashings 31

gutters 77

kitchens 81

low rise insulation 51

main roof coverings 2

paths 28

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



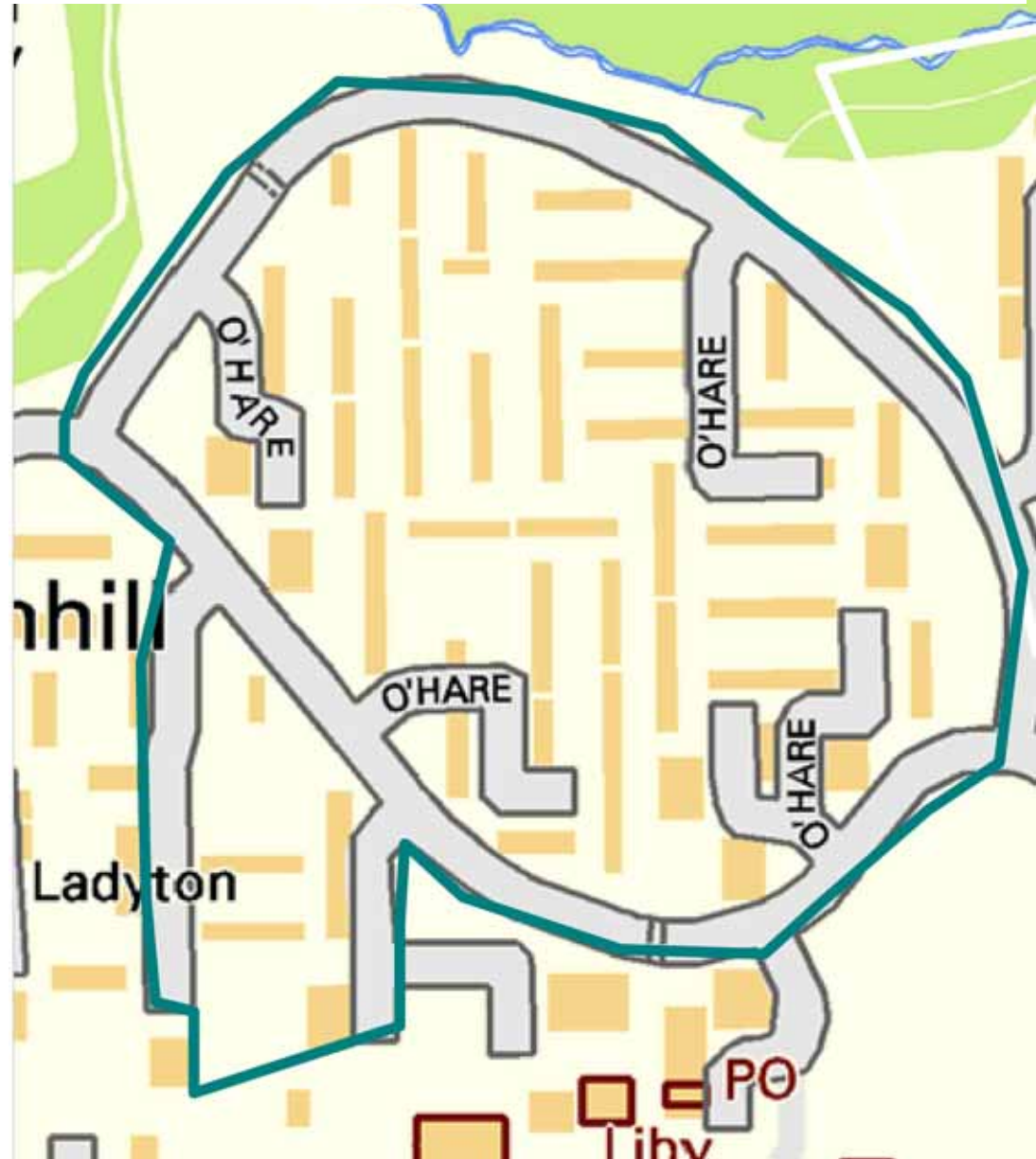
Ladyton and O'Hare

Alexandria

work number of properties

bathrooms	42
central heating	28
electrical upgrades	151
gutters	11
kitchens	21

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



Alexandria

work number of properties

central heating 2

chimneys 1

flashings 10

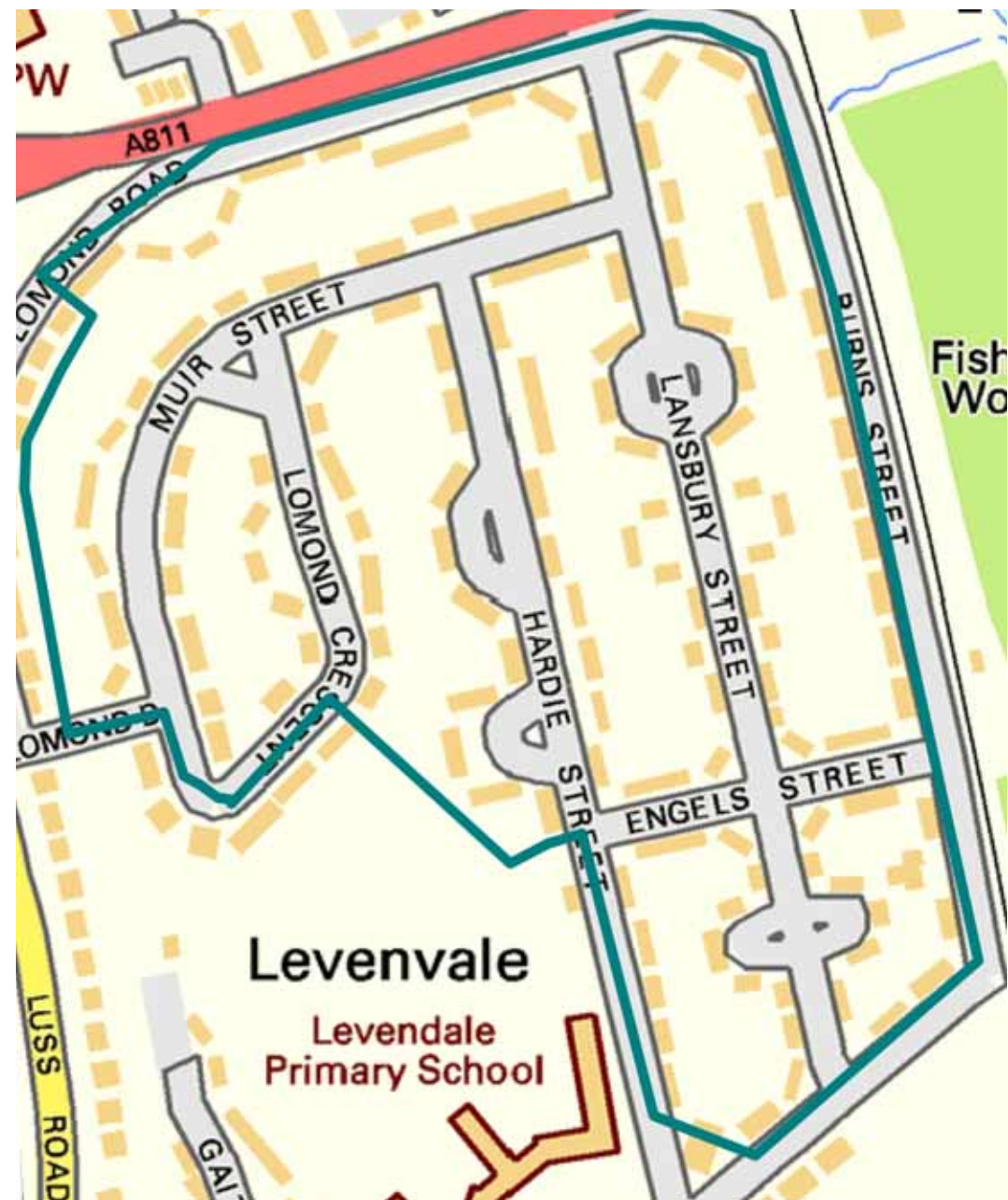
kitchens 9

low rise insulation 7

main roof coverings 1

paths 6

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



Redburn, Braehead and Pappert

Alexandria

work number of properties

central heating 14

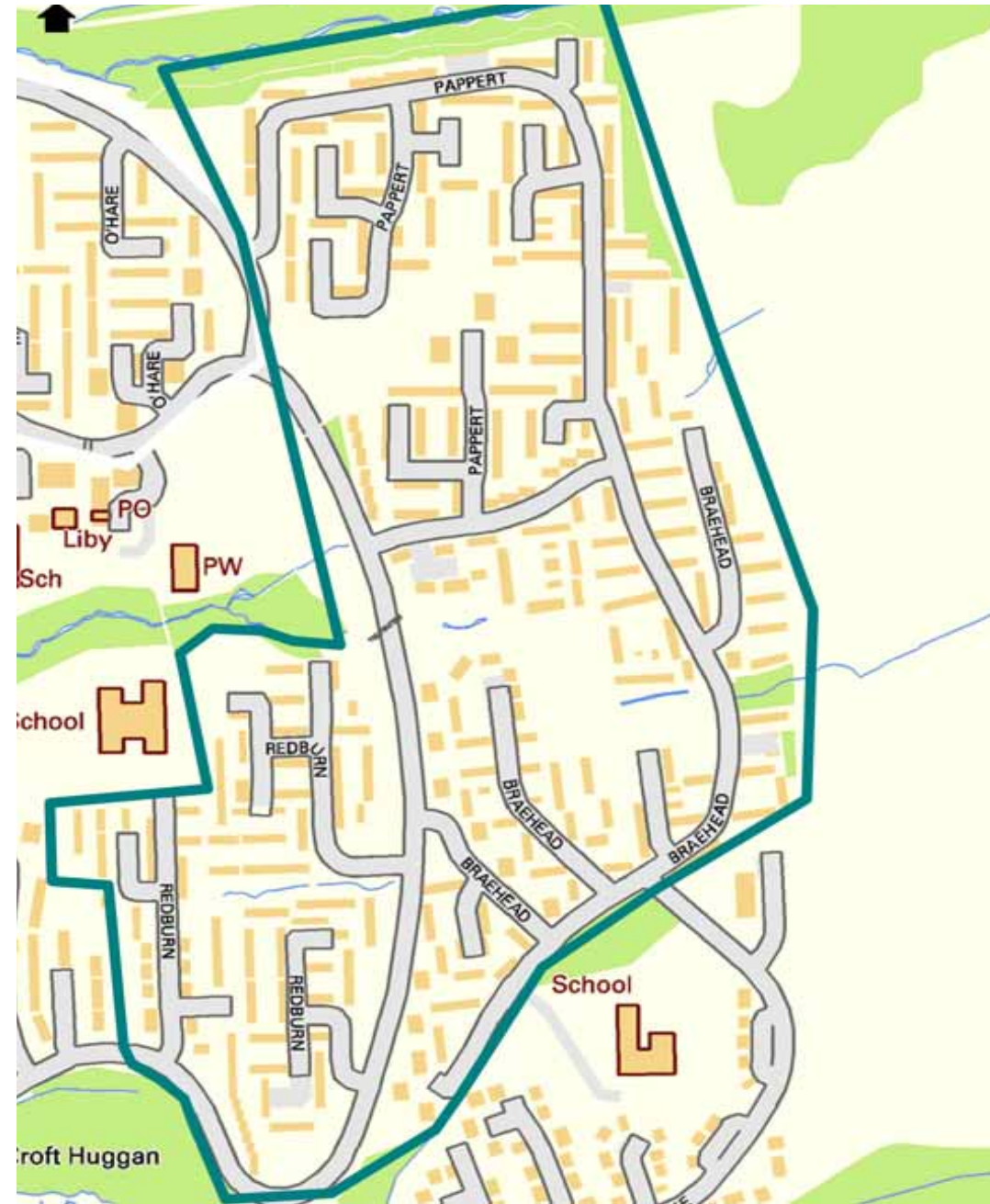
gutters 67

kitchens 70

low rise insulation 17

paths 6

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



Alexandria

work number of properties

central heating	3
-----------------	---

gutters	2
---------	---

kitchens	32
----------	----

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



Alexandria

work number of properties

central heating 2

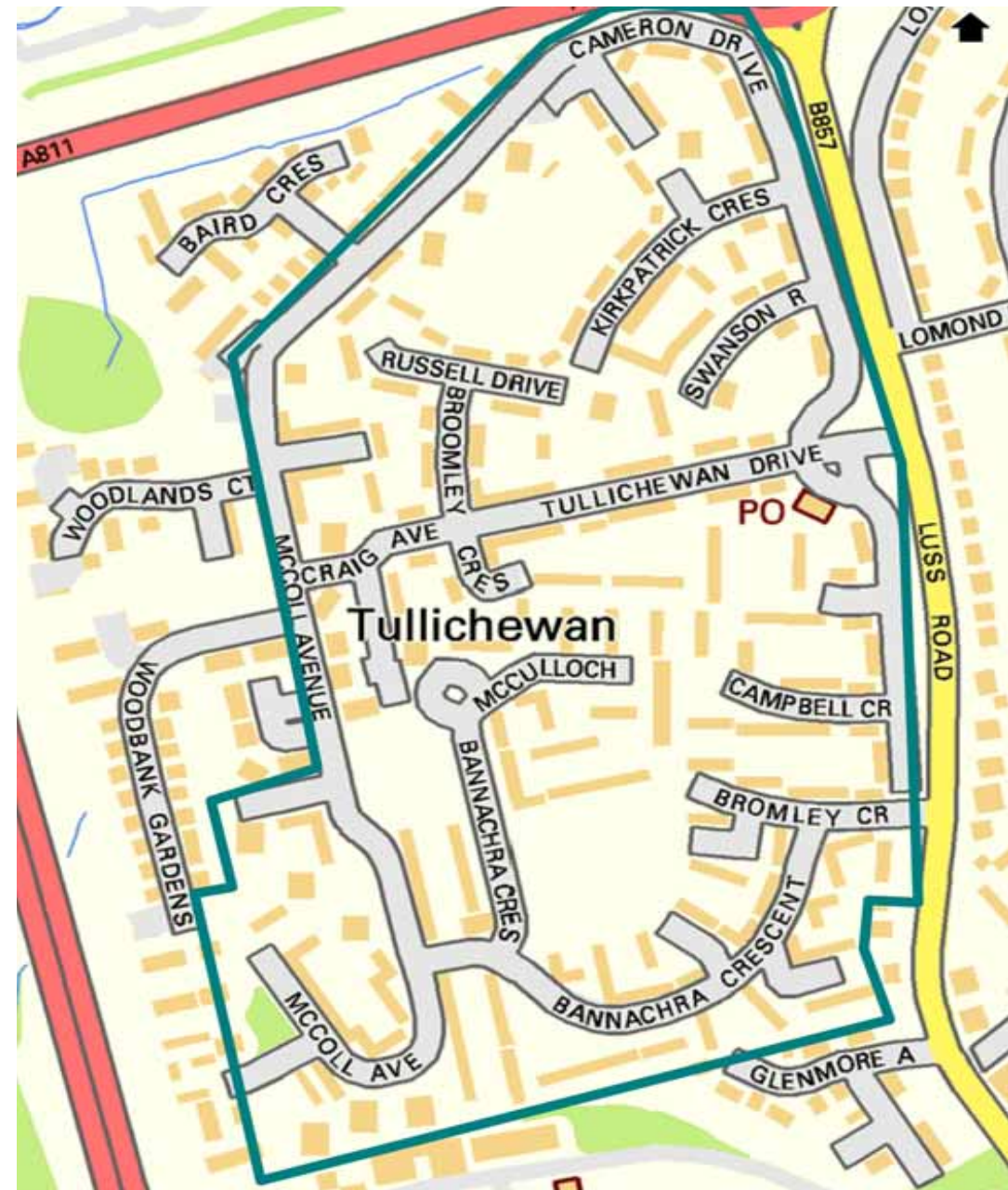
flashings 1

gutters 27

kitchens 48

paths 6

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.





areas

Bellsmyre	24
Bowling	25
Brucehill	26
Castlehill	27
Crosslet, Garshake and Highmains	28
Dumbarton East	29
Dumbarton Town Centre	30
Milton	31
Silverton	32
Townend and Gooseholm	33
Westbridgend	34
Westcliff	35
Willox Park and Doveholm	36

work number of properties

bathrooms 56

central heating 5

electrical upgrades 123

flashings 5

gutters 20

kitchens 21

low rise insulation 36

paths 2

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



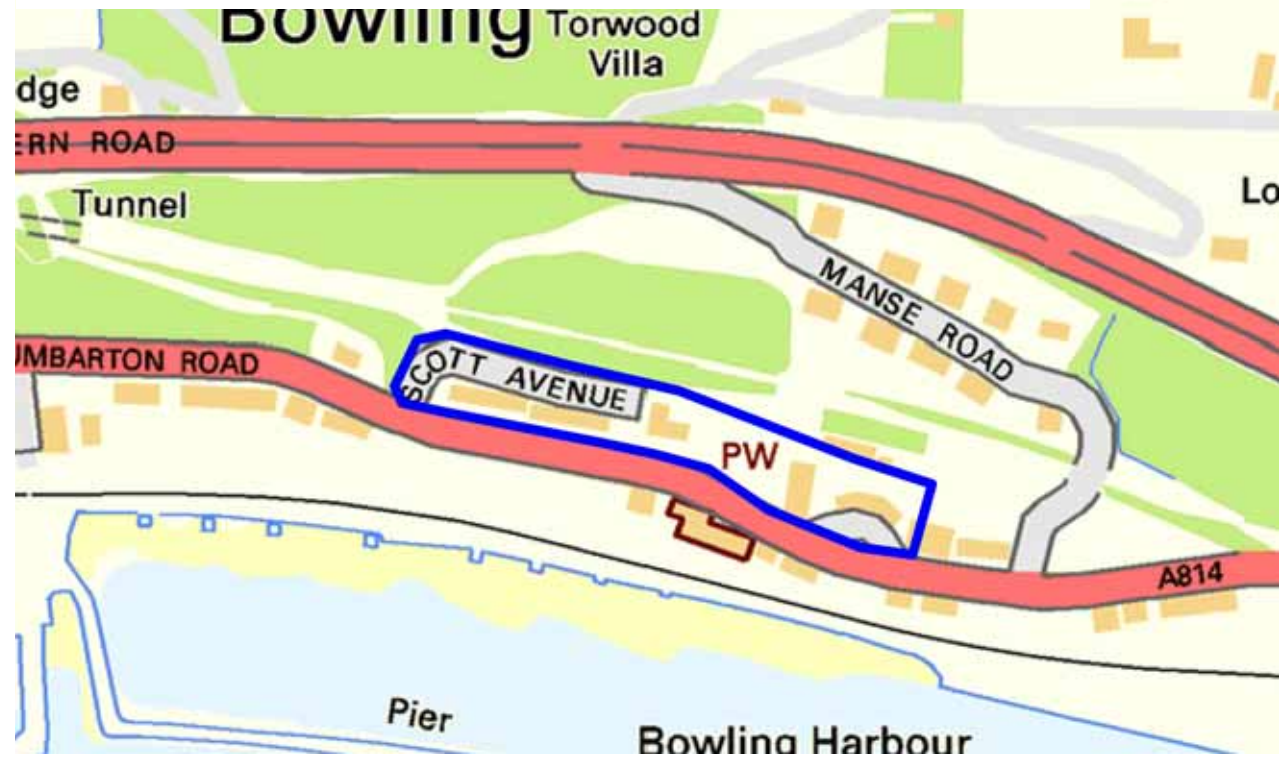
work number of properties

central heating 1

gutters 1

kitchens 2

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



work number of properties

central heating 15

electrical upgrades 412

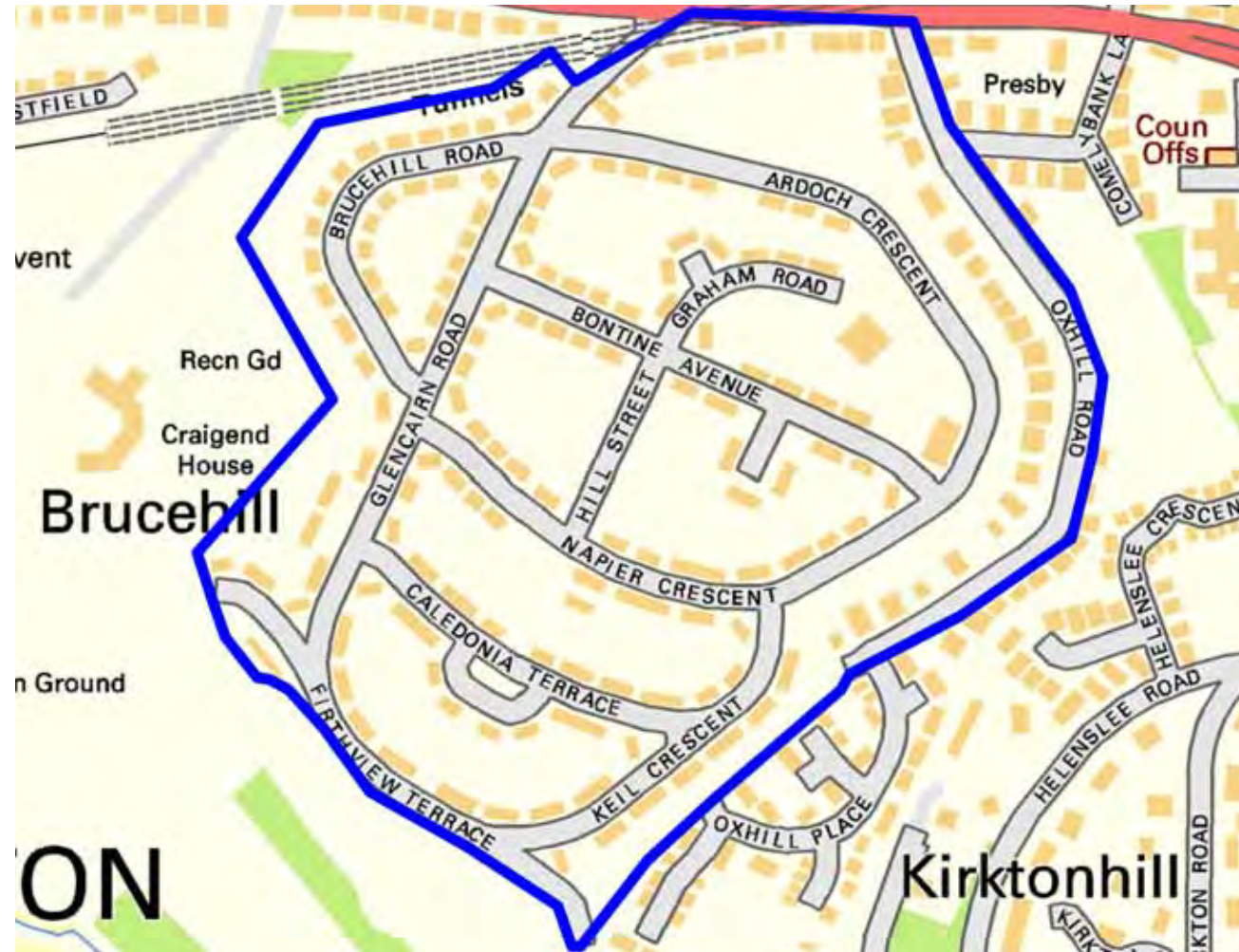
flashings 45

gutters 9

kitchens 29

paths 21

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



work number of properties

bathrooms 166

central heating 16

electrical upgrades 300

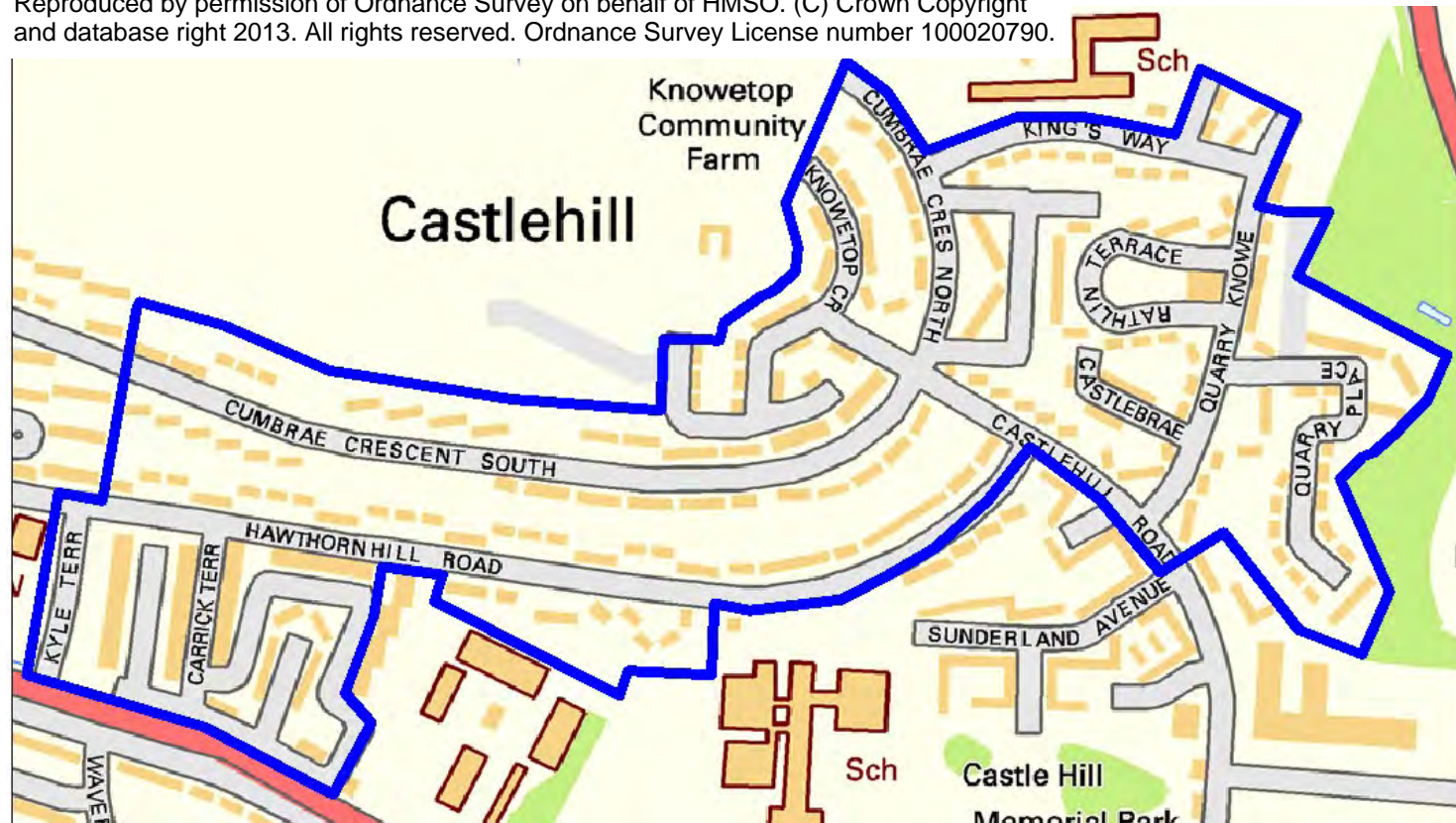
flashings 9

gutters 1

kitchens 39

low rise insulation 183

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



work number of properties

central heating 7

gutters 6

kitchens 11

paths 2

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



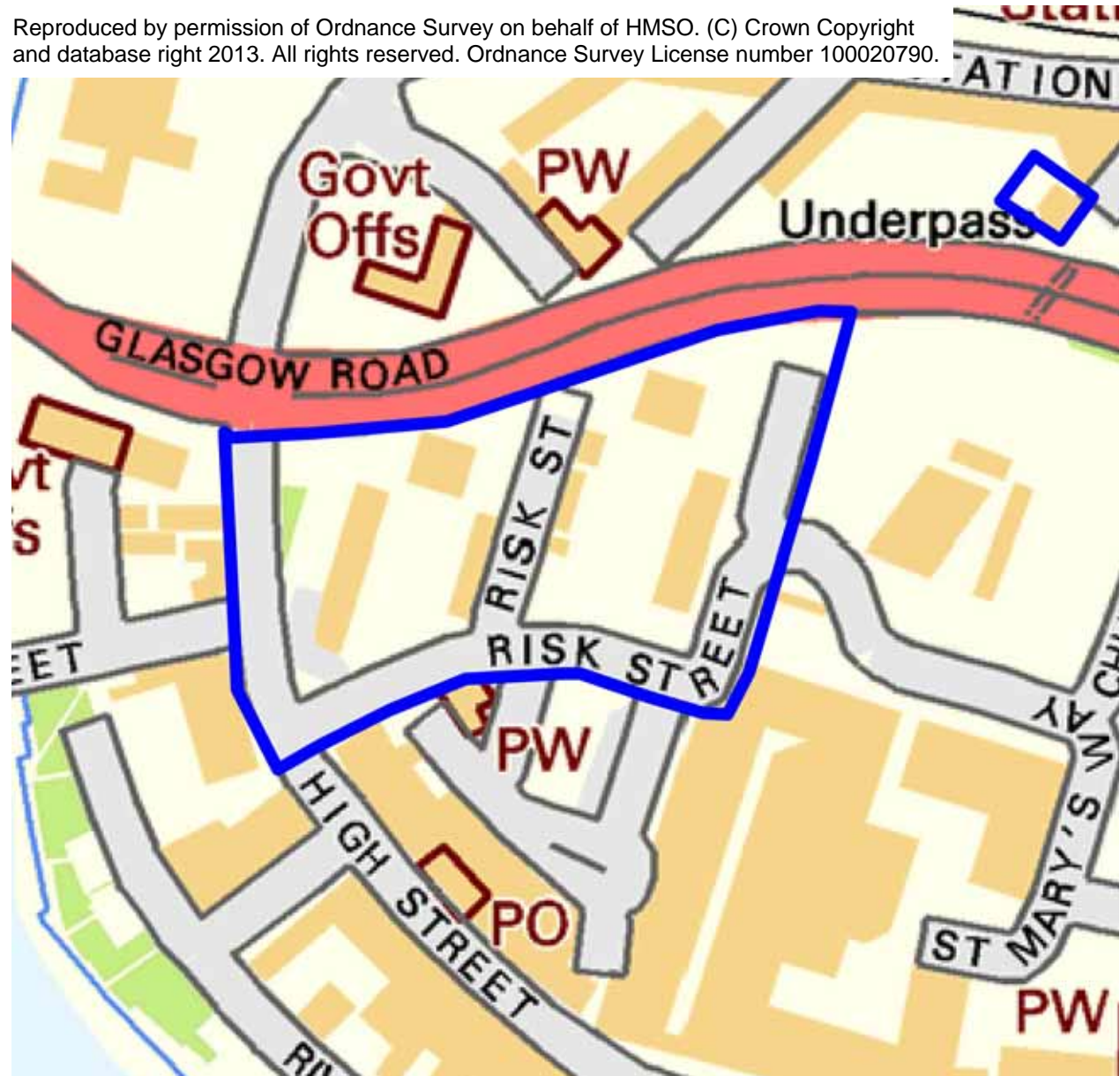
Dumbarton Town Centre

Dumbarton

work number of properties

central heating	2
electrical upgrades	73
kitchens	15

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



work number of properties

central heating	1
-----------------	---

gutters	8
---------	---

kitchens	11
----------	----

low rise insulation	5
---------------------	---

paths	3
-------	---

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



work number of properties

bathrooms 4

central heating 6

flashings 12

gutters 11

kitchens 23

low rise insulation 12

paths 4

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



work number of properties

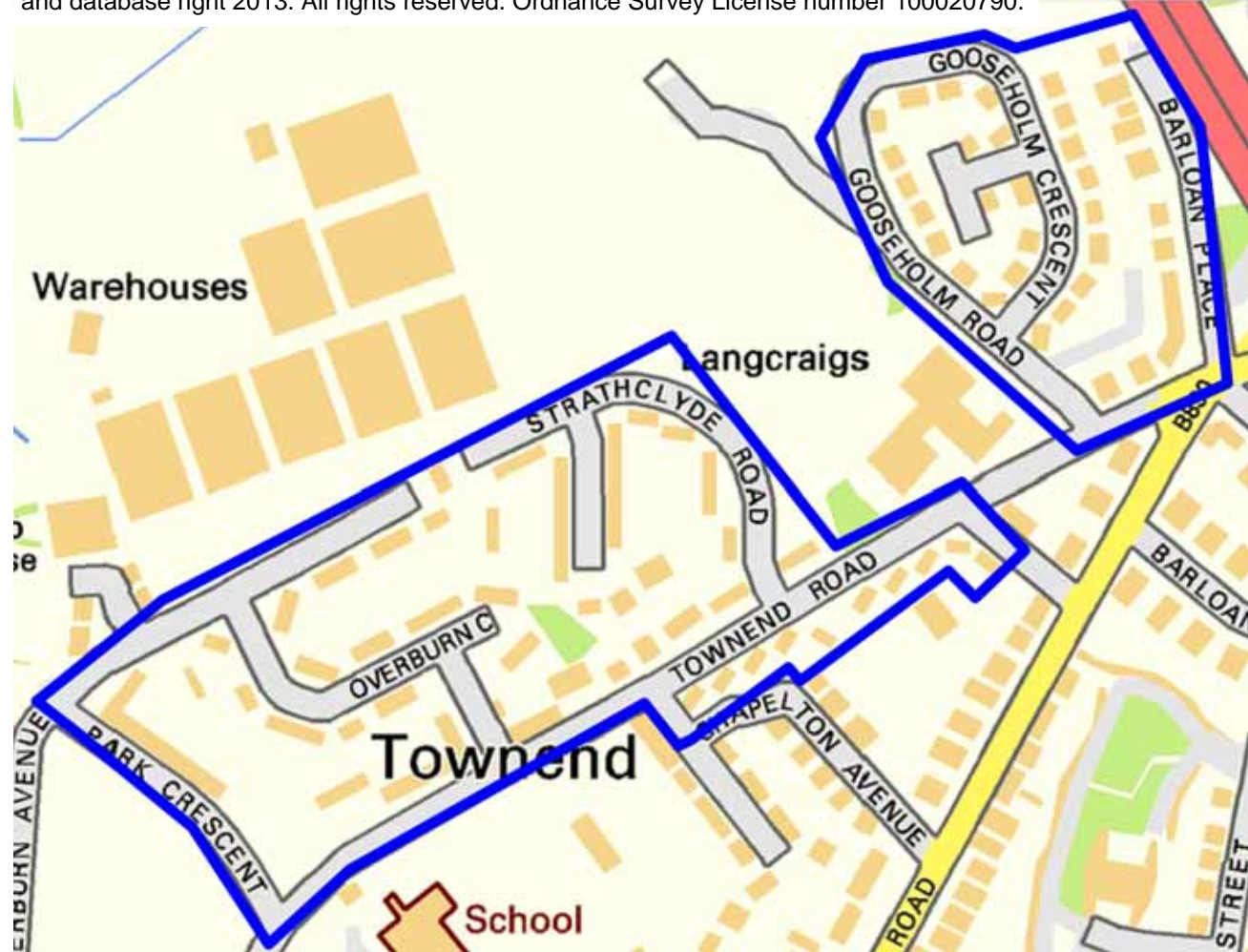
bathrooms 1

gutters 7

kitchens 21

paths 3

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



Westbridgend

Dumbarton

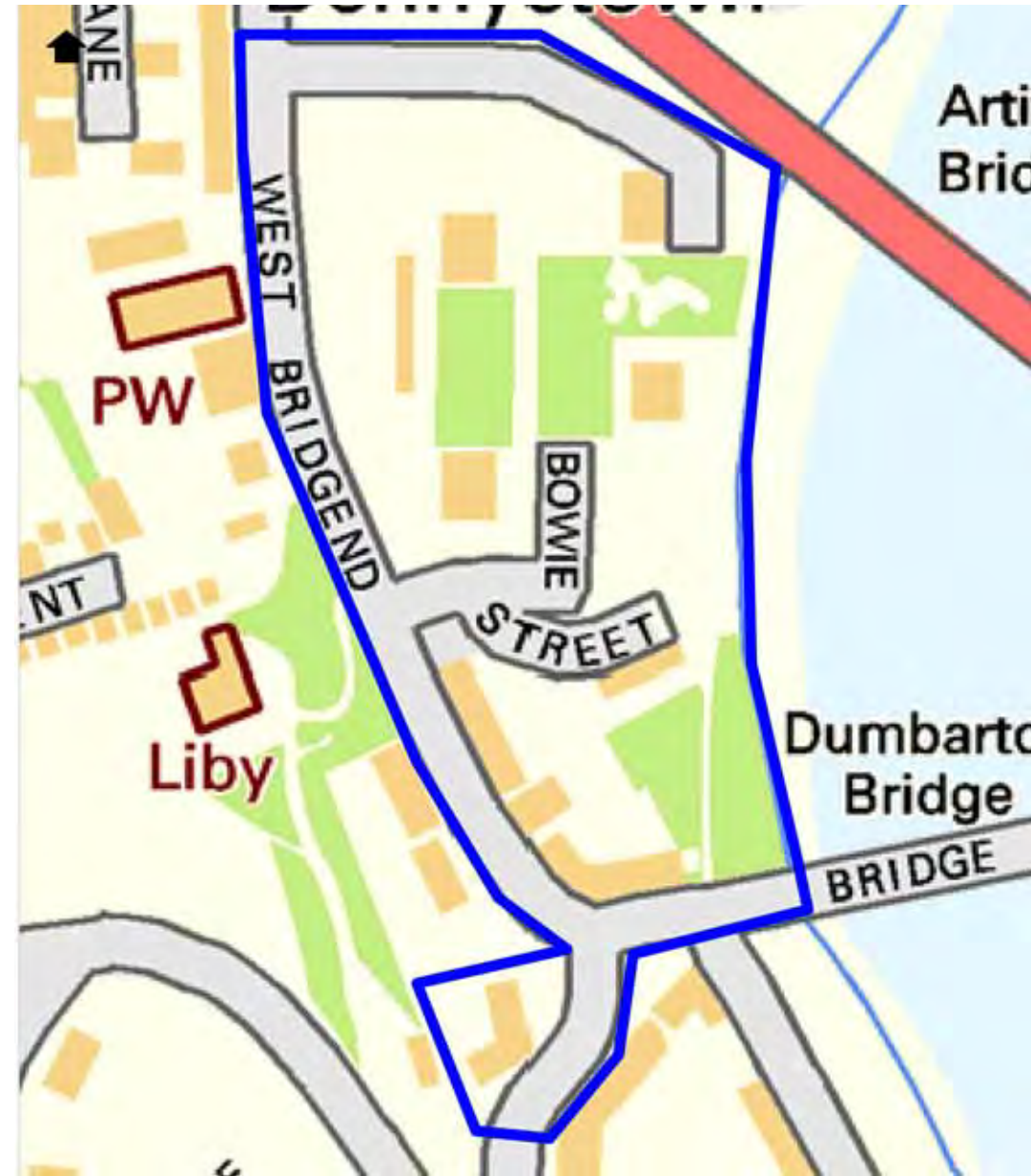
work number of properties

bathrooms 2

central heating 1

kitchens 27

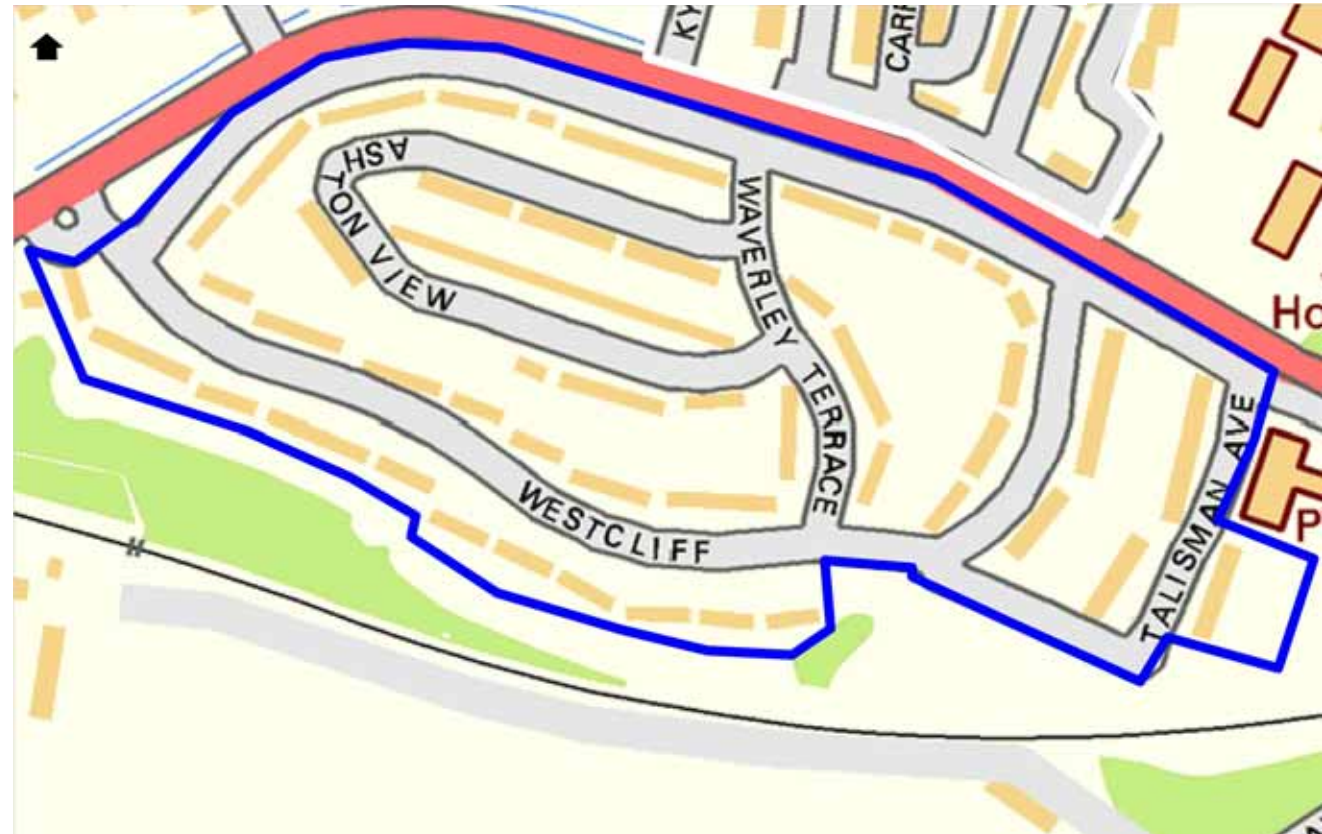
Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



work number of properties

bathrooms	216
central heating	29
electrical upgrades	283
flashings	20
gutters	5
kitchens	65
low rise insulation	79
paths	36

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



Wilcox Park and Doveholm

Dumbarton

work number of properties

flashings 2

gutters 1

kitchens 8

low rise insulation 5

paths 2

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.





areas

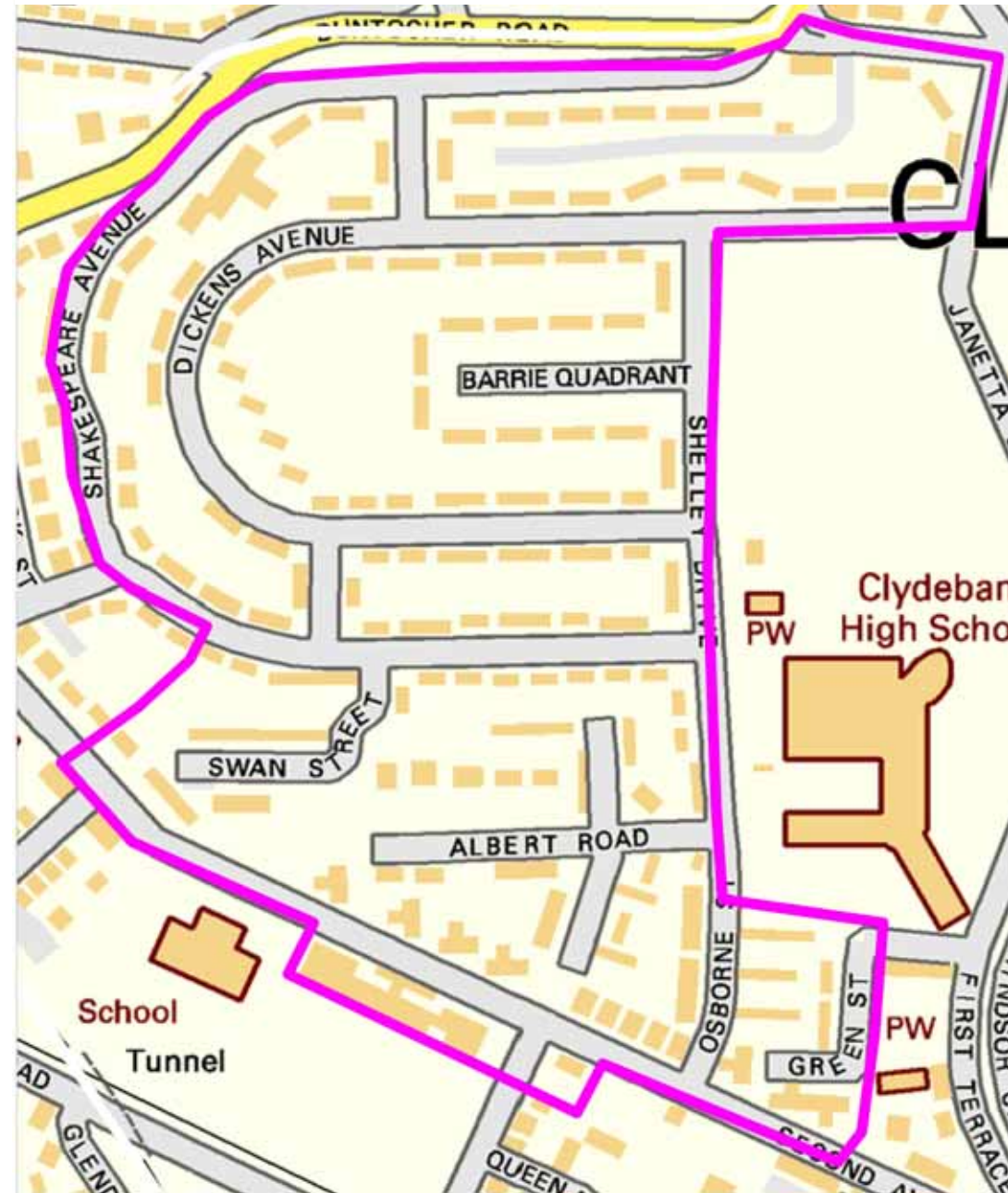
Boquhanran	38
Central Radnor Park	39
Clydebank Central	40
Clydebank East	41
Dalmuir Multi Storey Flats	42
Dalmuir	43
Duntocher	44
East Kilbowie	45
Faifley	46
Hardgate	47
Littleholm	48
North and Old Mountblow	49
North Drumry Multi Storey Flats	50
North Drumry	51
North Kilbowie	52
Old Kilpatrick	53
Parkhall	54
South Drumry and Linnvale	55
Whitecrook	56

Clydebank

work number of properties

bathrooms	15
central heating	6
flashings	5
gutters	8
kitchens	23
main roof coverings	2
paths	5

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.

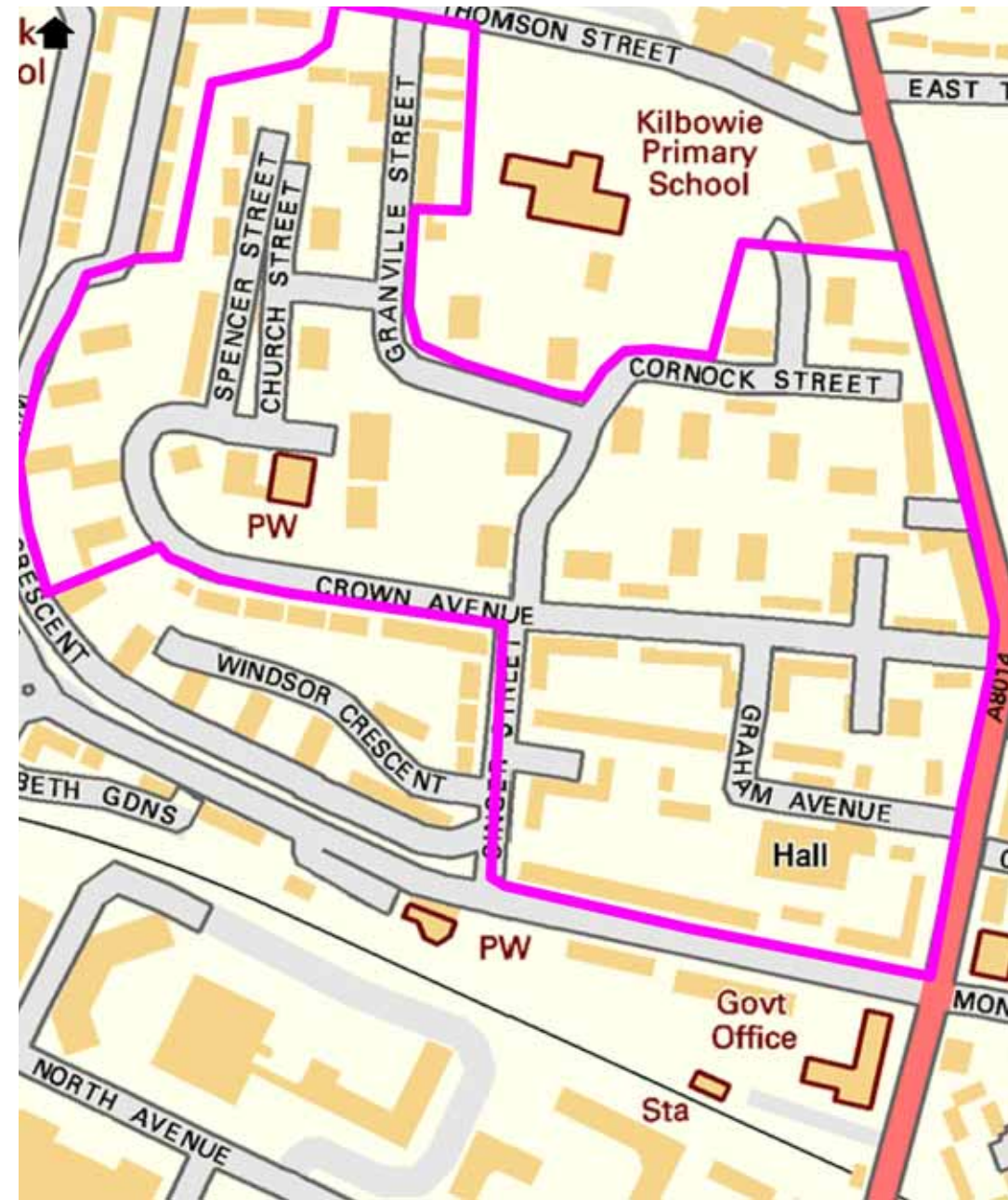


Clydebank

work number of properties

bathrooms	188
central heating	80
chimneys	1
electrical upgrades	260
gutters	40
high rise insulation	46
kitchens	78
low rise insulation	26
paths	32

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



Clydebank Central

Clydebank

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.

work number of properties

bathrooms	1
central heating	7
kitchens	14



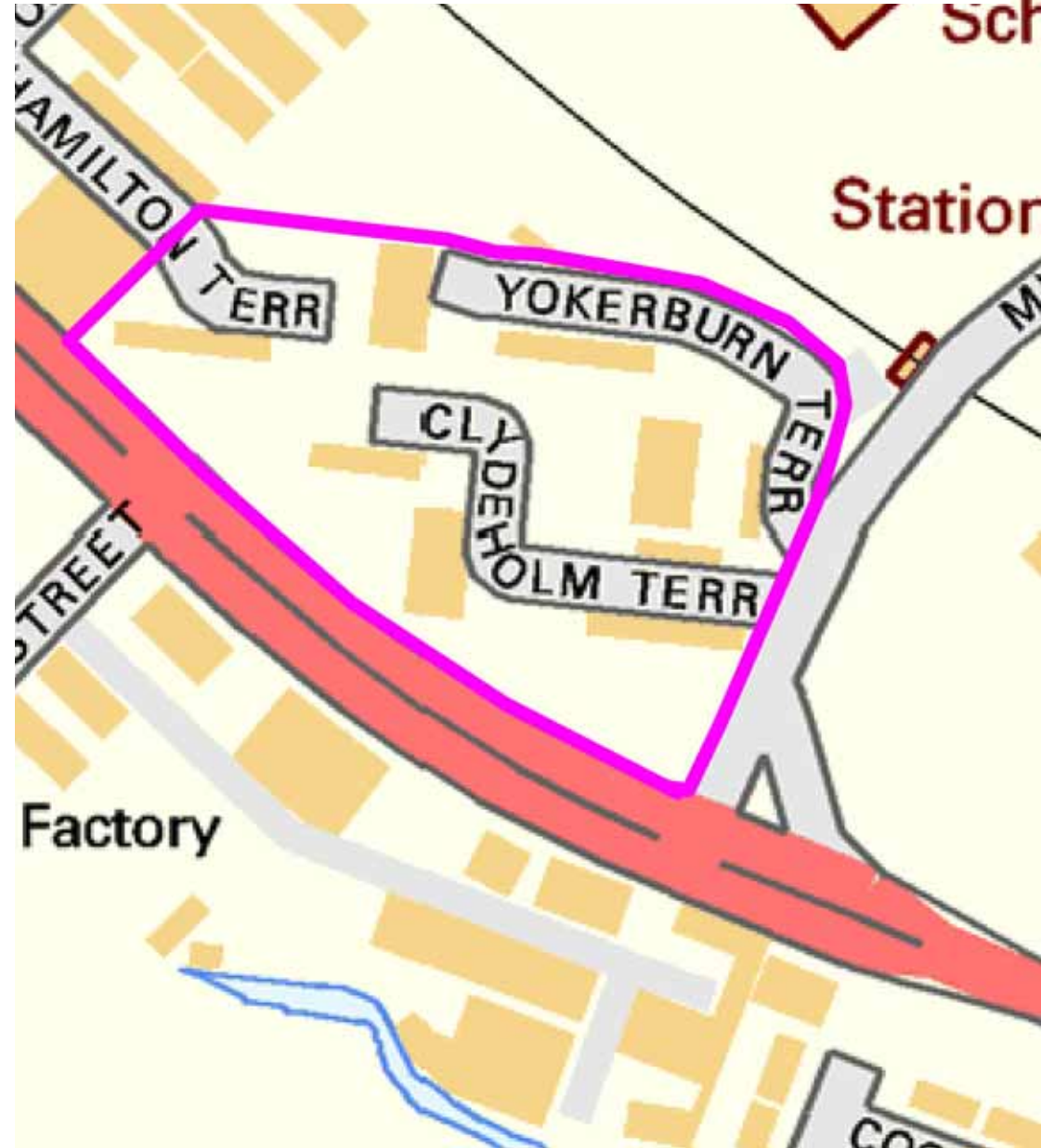
Clydebank East

Clydebank

work number of properties

bathrooms	238
central heating	9
electrical upgrades	273
kitchens	226

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



Dalmuir Multi Storey Flats

Clydebank

work number of properties

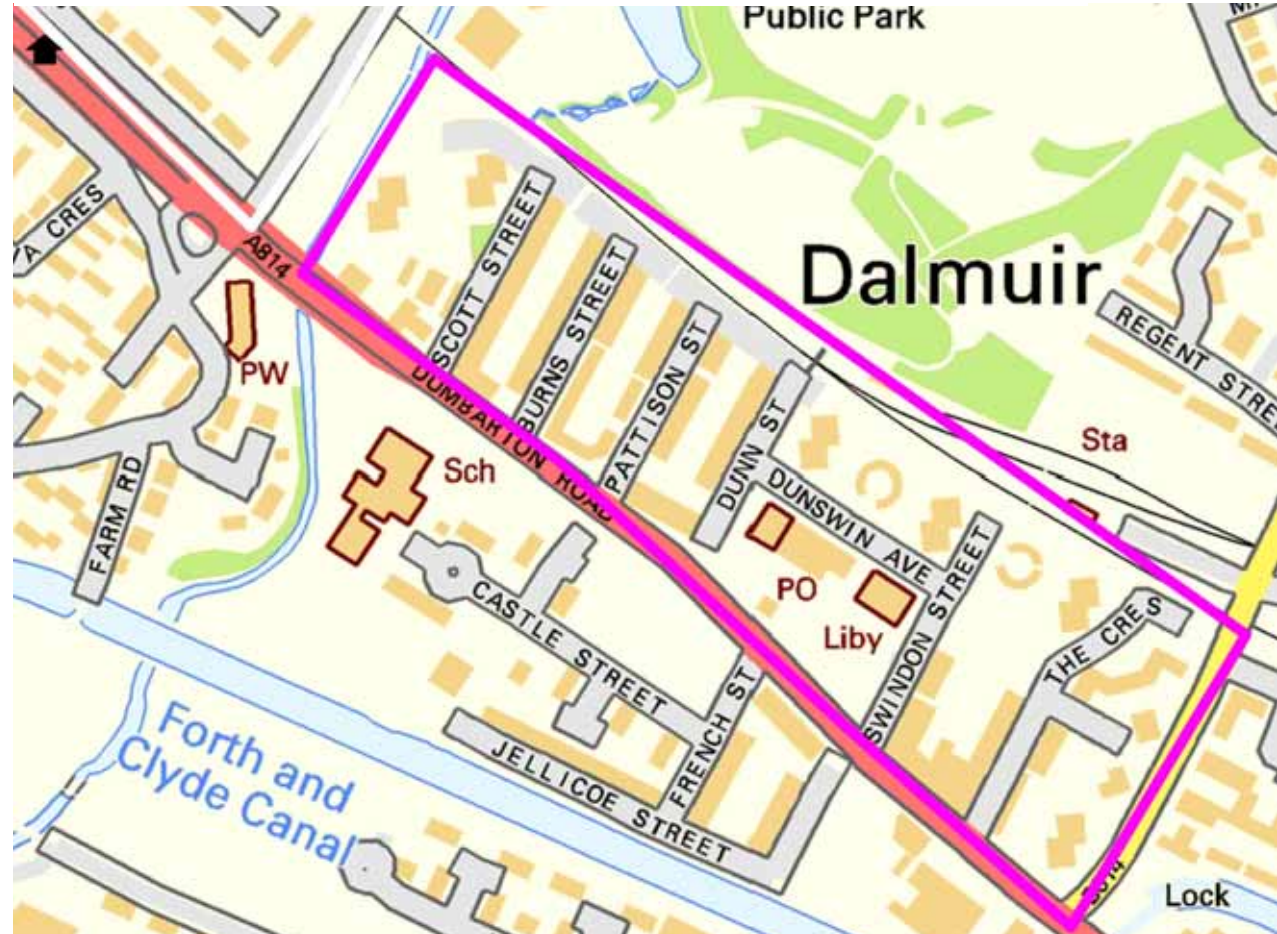
bathrooms 164

electrical upgrades 491

high rise insulation 408

kitchens 150

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



work number of properties

bathrooms 8

central heating 12

electrical upgrades 2

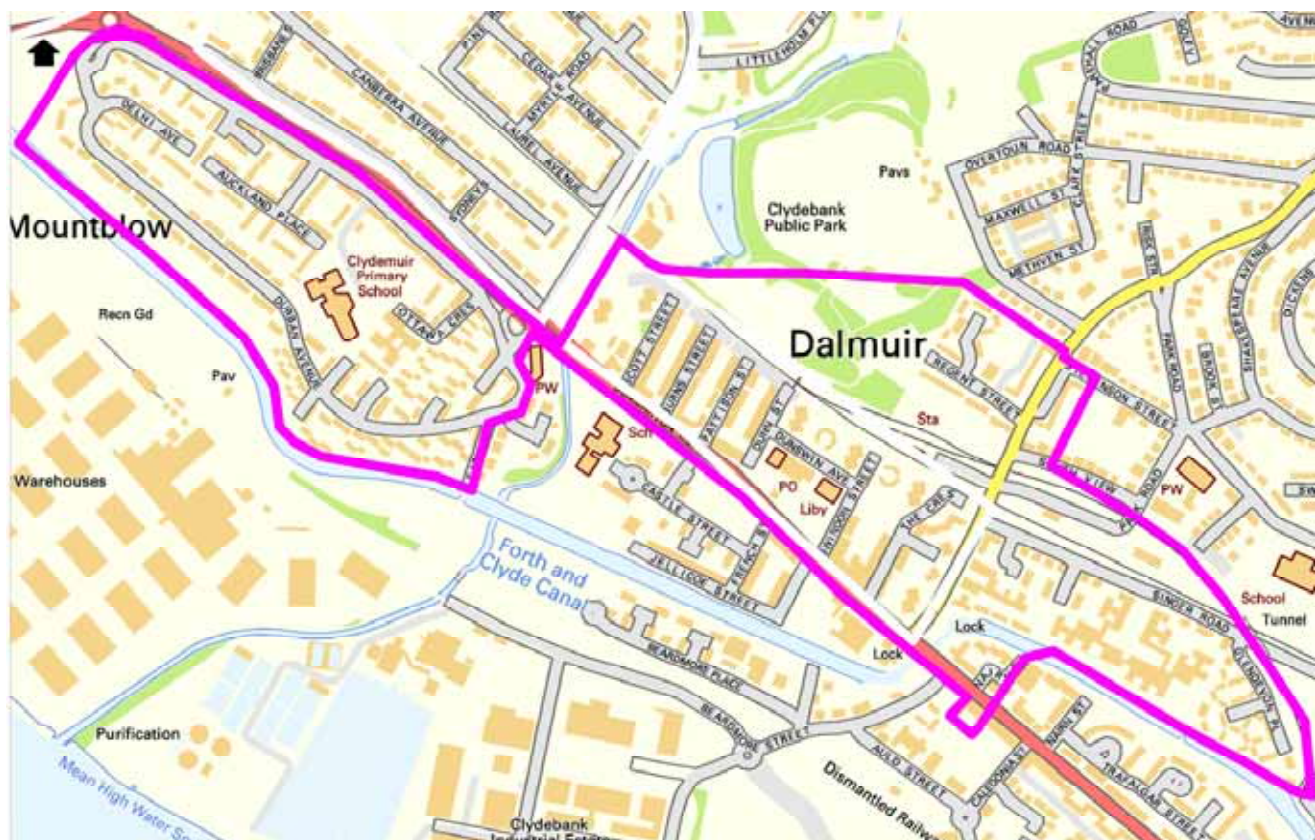
flashings 6

kitchens 63

low rise insulation 4

paths 19

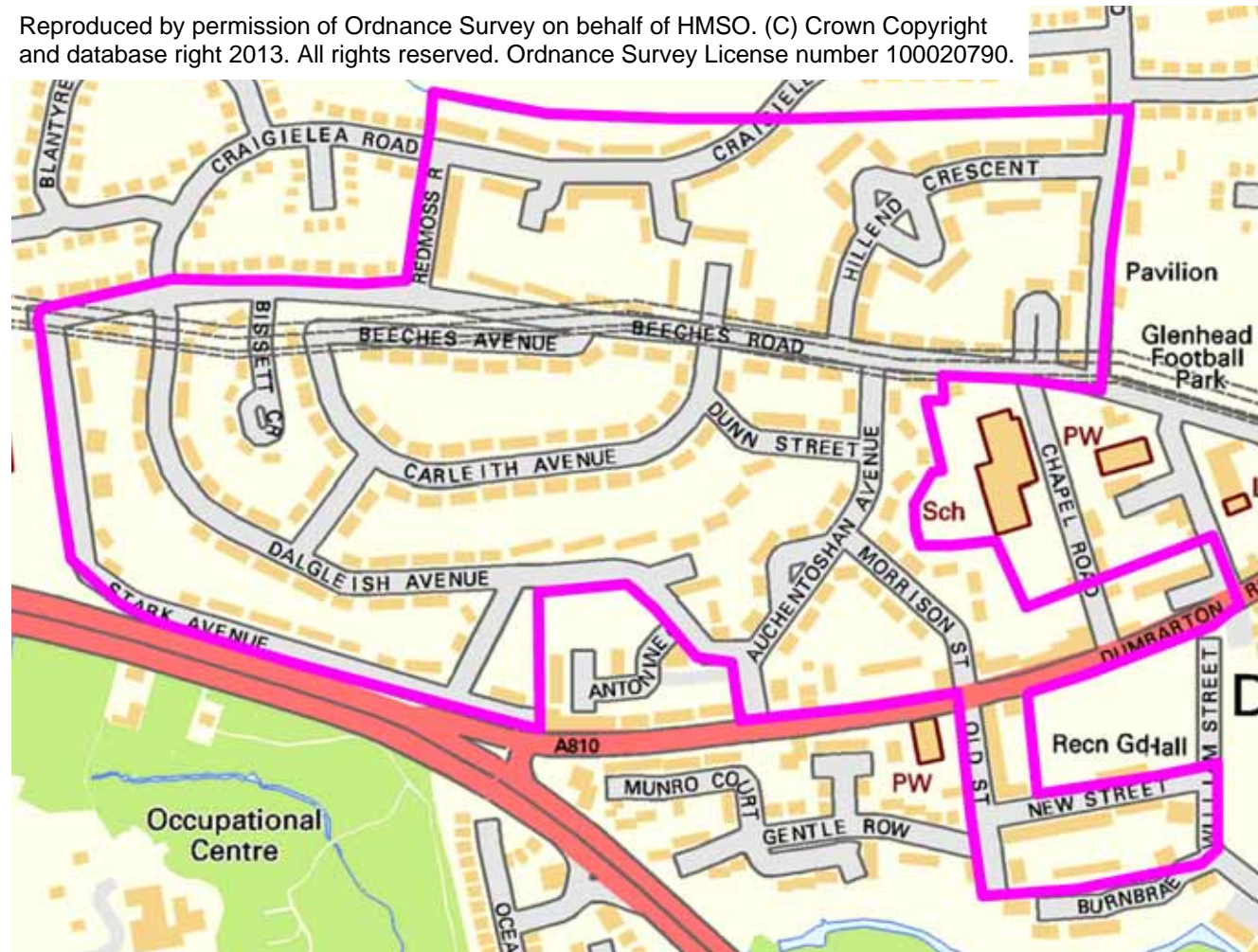
Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



work number of properties

bathrooms	46
central heating	21
flashings	6
gutters	12
kitchens	43
low rise insulation	56
main roof coverings	15
paths	34

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



work number of properties

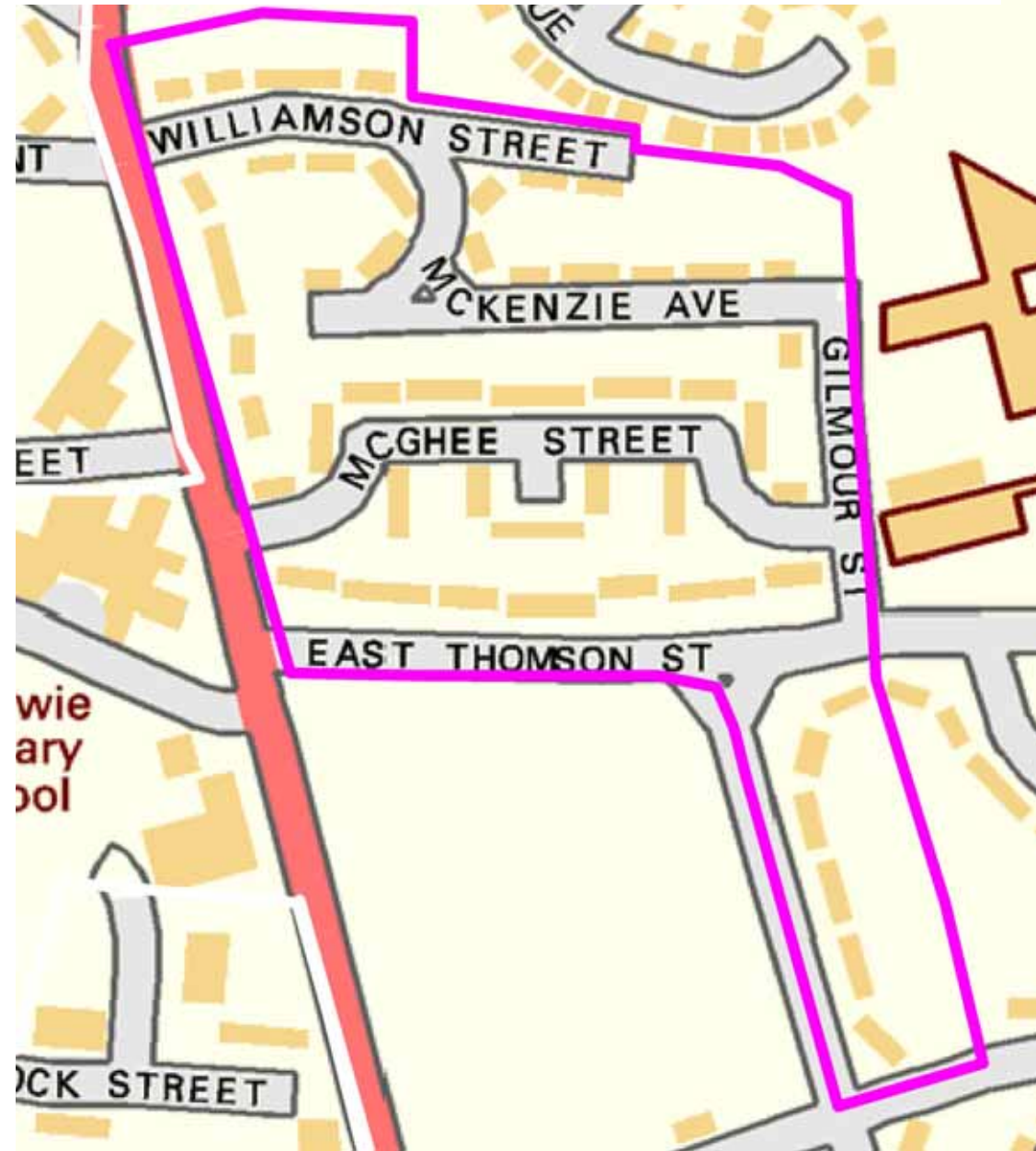
bathrooms 2

flashings 2

gutters 2

kitchens 4

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



work number of properties

bathrooms 2

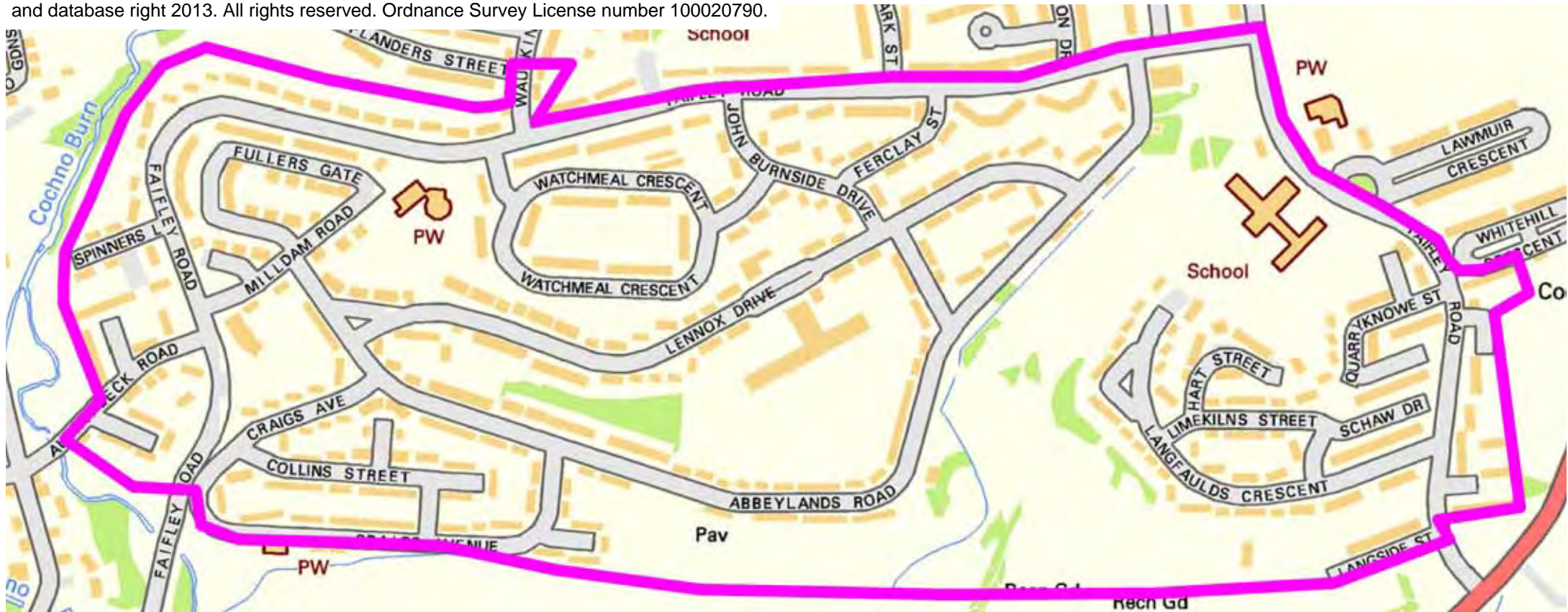
central heating 6

flashings 2

gutters 5

kitchens 17

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



work number of properties

bathrooms 6

central heating 9

chimneys 5

gutters 16

kitchens 22

low rise insulation 5

main roof coverings 9

paths 11

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



work number of properties

bathrooms	3
-----------	---

central heating	22
-----------------	----

high rise insulation	244
----------------------	-----

kitchens	58
----------	----

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



North and Old Mountblow

Clydebank

work number of properties

bathrooms 134

central heating 46

electrical upgrades 218

flashings 9

gutters 17

kitchens 72

low rise insulation 80

main roof coverings 2

paths 8

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



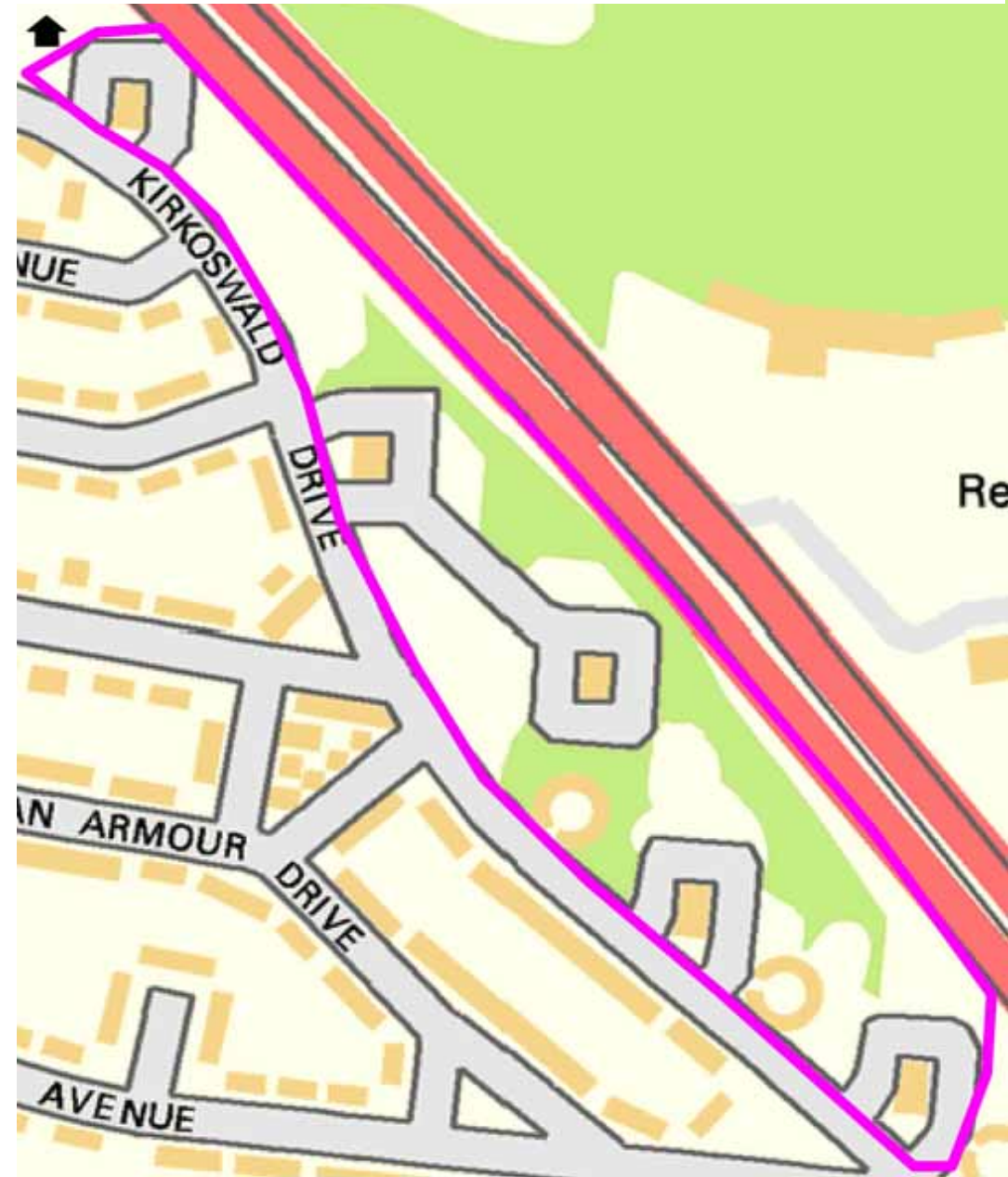
North Drumry Multi Storey Flats

Clydebank

work number of properties

kitchens 47

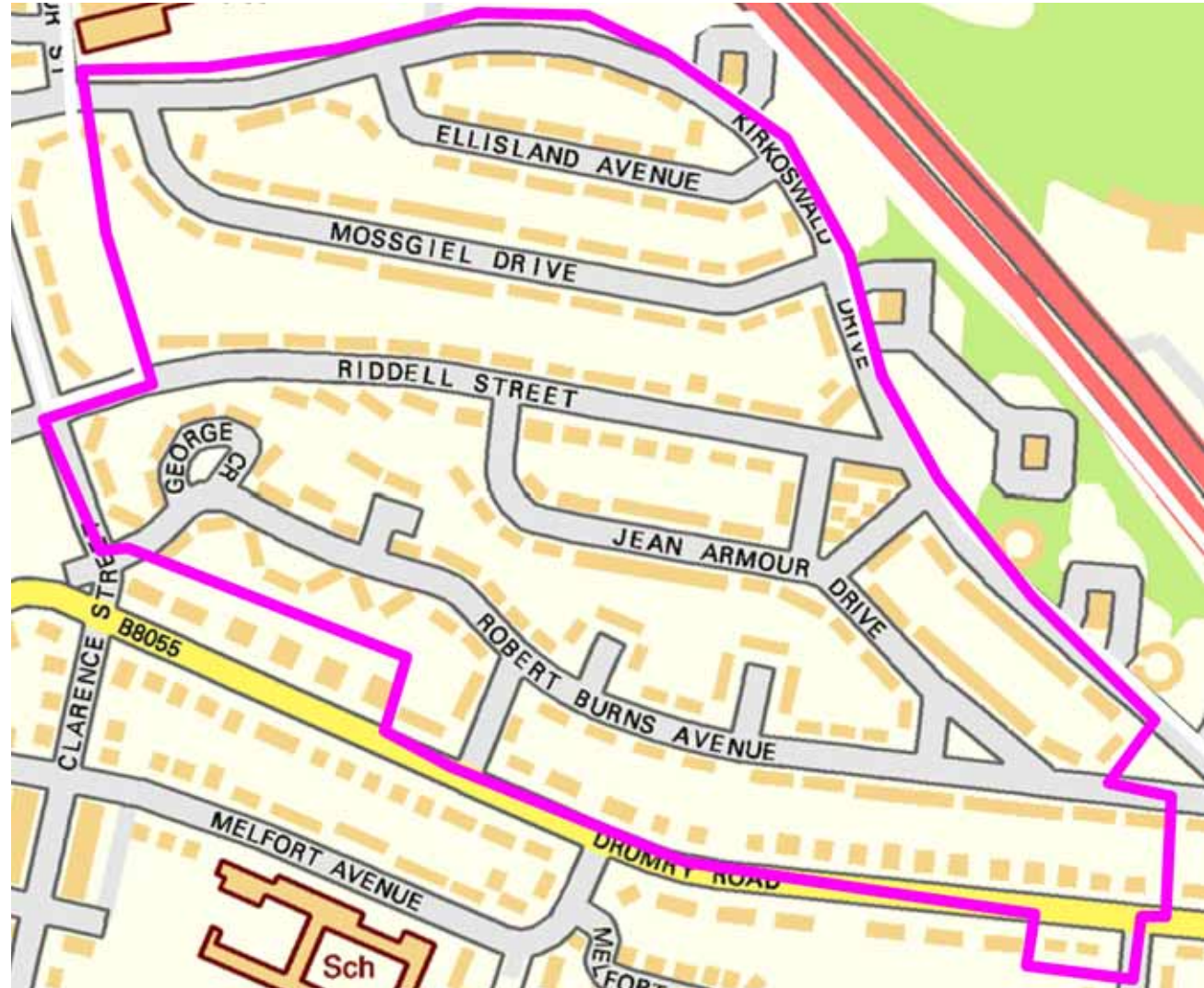
Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



work number of properties

bathrooms	1
central heating	15
chimneys	4
electrical upgrades	72
flashings	7
gutters	19
kitchens	31
low rise insulation	34
main roof coverings	13
paths	12

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



work number of properties

central heating 9

flashings 1

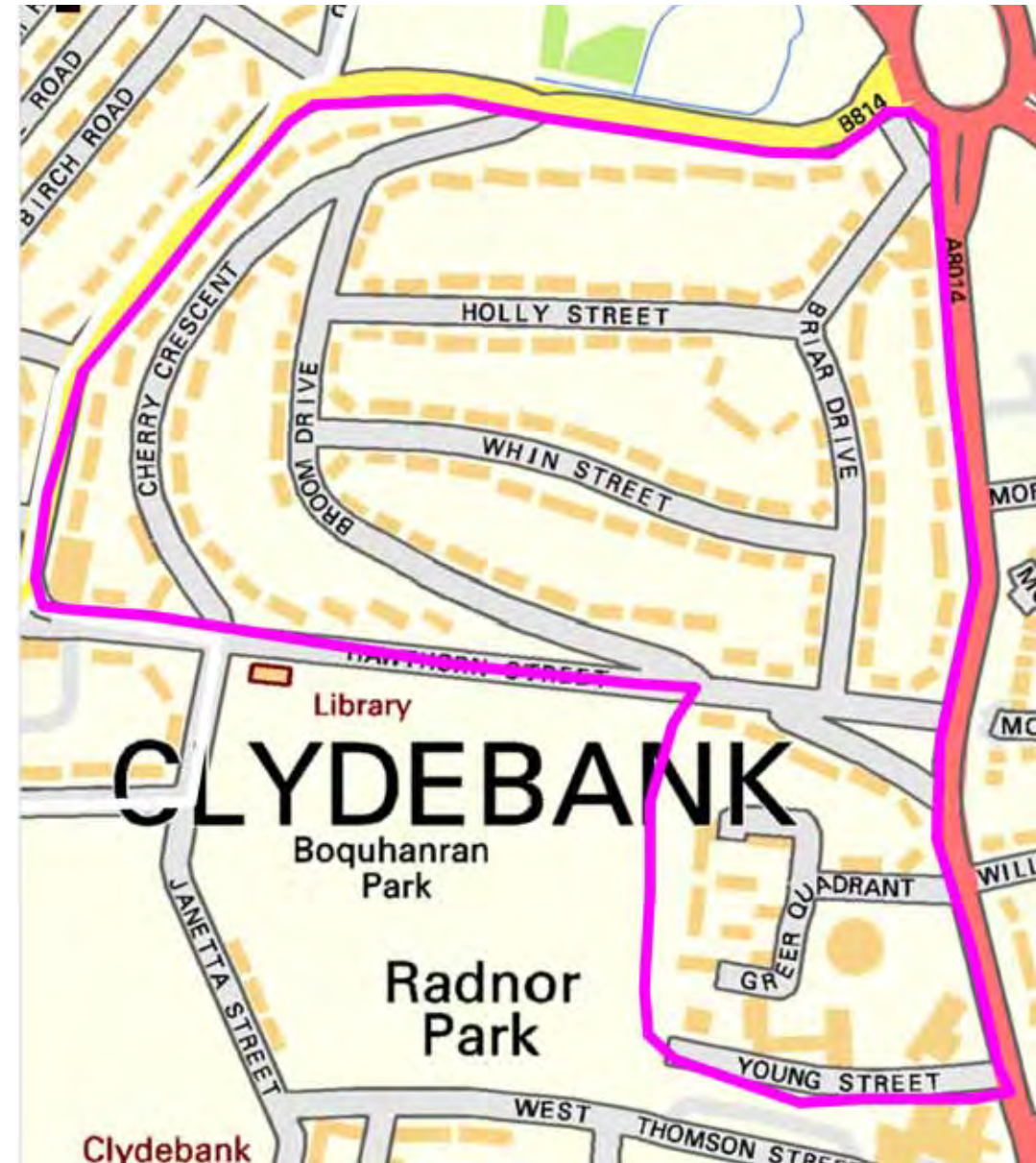
gutters 1

kitchens 16

main roof coverings 8

paths 4

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



work number of properties

central heating 7

gutters 6

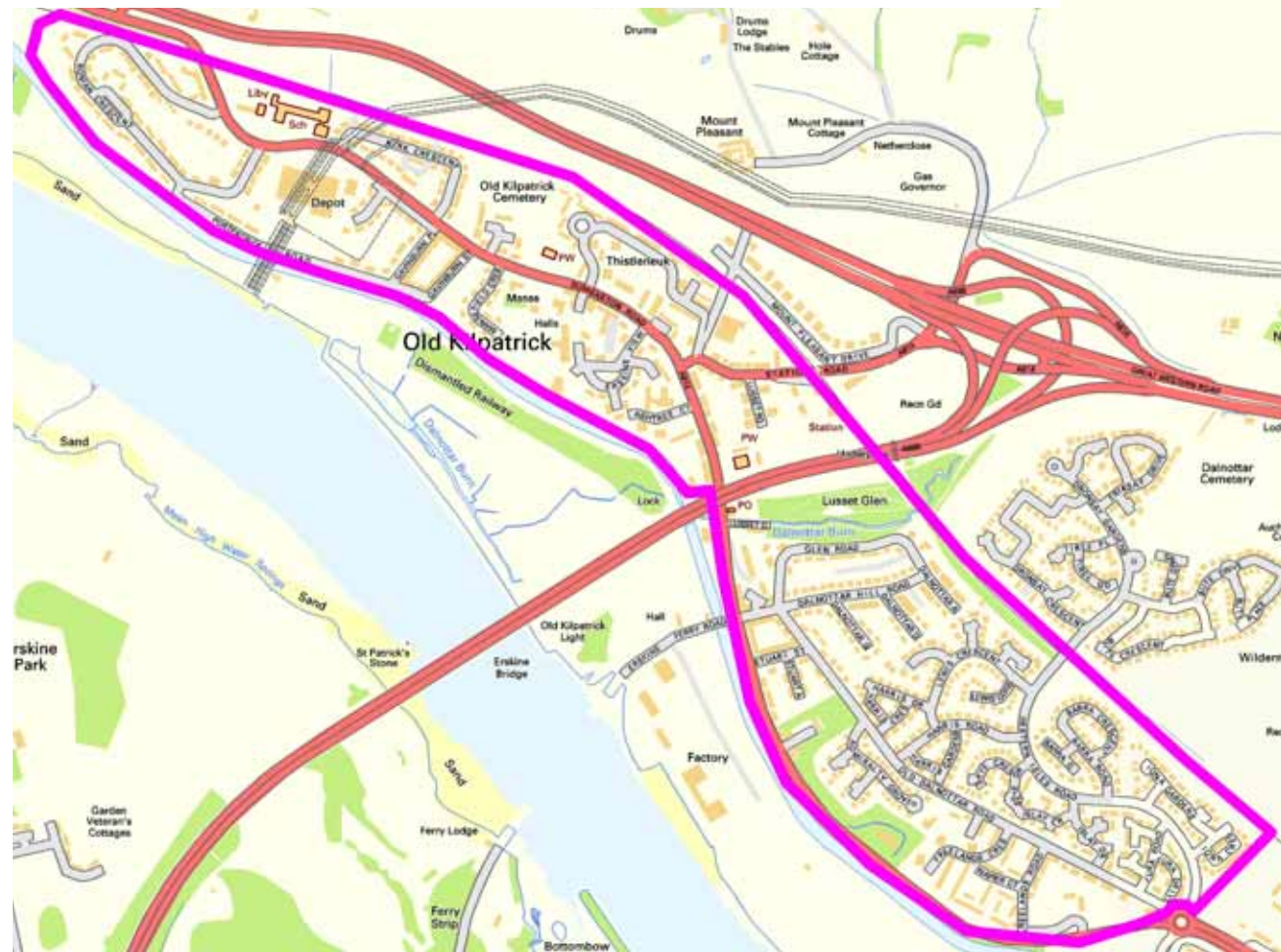
kitchens 41

low rise insulation 4

main roof coverings 3

paths 1

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



work number of properties

central heating 4

flashings 8

gutters 25

kitchens 23

low rise insulation 4

main roof coverings 10

paths 4

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



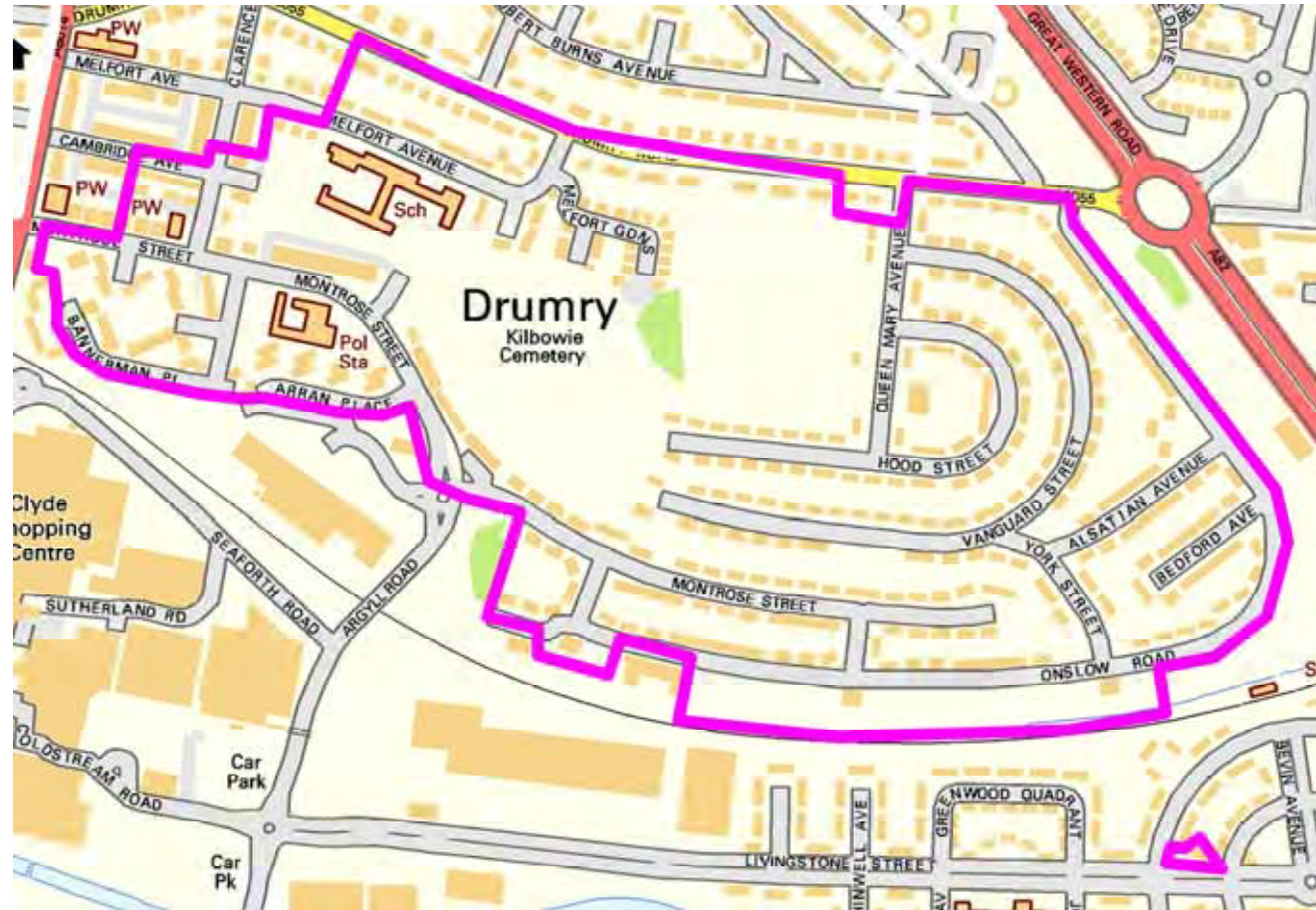
South Drumry and Linnvale

Clydebank

work number of properties

bathrooms	137
central heating	79
chimneys	4
electrical upgrades	691
gutters	30
kitchens	73
main roof coverings	6
paths	15

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



work number of properties

bathrooms	20
central heating	51
electrical upgrades	108
flashings	1
gutters	51
kitchens	82
low rise insulation	38
main roof coverings	116
paths	21

Reproduced by permission of Ordnance Survey on behalf of HMSO. (C) Crown Copyright and database right 2013. All rights reserved. Ordnance Survey License number 100020790.



glossary

Types of Work

Bathrooms

Renewal of a bathroom suite includes a new bath with decorative bath panel, WC and wash hand basin with pedestal. Tiled splashback 300mm high around the bath and 150mm high above the sink if possible.

Central heating

This varies from house to house. A full system includes a new boiler, radiators, pipework (if required), thermostatic radiator valves, thermostatic control and a carbon monoxide detector. If the radiators and pipework are in good condition then only the boiler will be replaced. Full is testing carried out.

Chimneys

Works include re-roughcasting, replacing any lead work, pots and brickwork where required.

Electrical Upgrades

The renewal of main distribution boards and full electrical testing is carried out.

Flashings

The replacement of flashing details on roofs where the full roof covering replacement is not required.

Gutters

Renewal of gutters and down pipes where required including any required replacement of fascia boards and soffits.

High Rise Insulation

An approved caged render system which will prolong building life and significantly improve thermal performance. This should in turn lead to reduced fuel consumption and therefore less CO2 emissions, and improve acoustic performance. Tenants are able to stay in their homes with minimal disruption.

Kitchens

Renewed kitchen units, sink and worktops and tiled splash back area between worktop and wall units.

Low Rise Insulation

An approved insulated render system which will prolong building life and significantly improve thermal performance. This should in turn lead to reduced fuel consumption and therefore less CO2 emissions, and improve acoustic performance. Tenants are able to stay in their homes with minimal disruption.

Main roof coverings

Replacement of roof covering with new tiles which will include new leadworks and new guttering, fascia and soffits where required.

Paths

Overhaul or replace paths to ensure pathways are clear with no trip hazards for tenants, safety.

contacts

what happens next?

We will contact you by letter several weeks before work is scheduled to start in your area. Before any improvement work starts in your home, you will be contacted by our Housing Capital Investment Team and from our contractors to discuss the works required and to explain how and when the work will be carried out. You will have the opportunity to ask questions about the works and to let us know about any specific concerns you may have.

We will work closely with you to minimise disruption to your home whilst these improvement works are carried out.

For further information

Contact the Housing Capital Investment Team on

01389 608933

Paying your rent

If you need advice or support, assistance with benefits or wish to discuss a payment arrangement please contact the Customer Contact Centre on:

01389 738282

Other formats

This document can be provided in large print, Braille or on audio cassette and can be translated into different community languages.

Please contact:

Corporate Communications
Council Offices
Garshake Road
Dumbarton G82 3PU
Tel: 01389 737000

هذه الوثيقة متاحة أيضا بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة سمعية عند الطلب.

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formie audio.

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

other useful numbers

Useful phone numbers

Contact Centre 01389 738282

Housing - general enquiries

Dumbarton 01389 738282

Clydebank 01389 738282

Homeless emergency

(24 hour freephone) 0800 197 1004

Housing - reporting a repair

C'bank, D'ton/Alex 0800 073 8708

Out of hours 0800 197 1004

Repairs Centres are open between
8.30am and 4.15pm, Monday to Friday

Emergency repairs

(out-of-hours freephone) 0800 197 1004

Gas heating repairs

(City Technical) 0800 073 0341

Sold Property Team 0141 562 2442

Tenant Participation 01389 737281

ASIST (all antisocial behaviour services)
01389 772048

Social Work - general enquiries

Dumbarton 01389 737020

Clydebank 0141 562 8800

Alexandria 01389 608080

Financial Services

Council Tax 01389 738252
or 01389 737444

Housing, Environmental and Economic Development

Special (bulky) uplifts -
Contact Centre 01389 738282
Grass cutting 01389 608412
Litter hotline 01389 772059
Environmental Health 01389 738290
Pest Control 01389 738282
Waste Aware 0845 111 0050
Consumer Direct 0845 404 0506
Trading Standards 01389 73855
Caretaking service 01389 608903
01389 608904

Councillors - general enquiries:

Clydebank 01389 738782
Dumbarton/Alexandria 01389 737540

General

Citizens' Advice Bureau:

Dumbarton 01389 744690
Alexandria 01389 752727
Clydebank 0141 435 7590

Community Transport Service 0141 333 3252

HOME from HOME 01389 733733

Energy Advice
(Energy Saving Trust) 0800 512 012

Samaritans 0845 790 9090

Welfare Rights 01389 737050

Lesbian and
Gay Switchboard 0141 847 0447

RELATE
(Relationship Scotland) 0141 248 5249

Victim Support Scotland 0141 952 2095

Dog warden 01389 738652

Greenlight 01389 721012

Women's Aid

Dumbarton/Alexandria 01389 751036

Clydebank 0141 952 8118

Police

Clydebank 0141 532 3300

Dumbarton 01389 822000

Alexandria 01389 823000

(freephone) 0800 555 111

