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SPRING 2023

## MULTI-MILLION POUND BOOST PROMPTS MASS HOME IMPROVEMENT DRIVE

**T**enants in West Dunbartonshire are to benefit from a **£326 million investment programme** that will improve living standards in thousands of homes across the area.

The funding – which includes a new additional **£50 million investment package** approved by Council in March – will maintain all current services that tenants receive, continue the New Build housing programme and improve existing homes, including a drive to eliminate damp and mould.

A tenant priority budget – which allows tenants to direct spend on community improvements – of **£800,000** will also be retained.

The additional **£50 million package**, to be invested over the next five years, will be partially funded by a **5% rent increase** – equating to an average rise of **£4.22 per week**.

Recognising the pressures of a rent rise amid the ongoing cost of living crisis, funds totalling **£565,000** have been set aside for direct financial assistance to support the most disadvantaged tenants over the course of the next financial year.

The increase will ensure the Council can drive forward a raft of improvements to existing stock and provide additional homes to meet demand.

The Council asked tenants to identify the priority areas where they would like to see the additional money spent with a range of options including energy efficiency measures; kitchen and bathroom renewals; window and door renewal; and environmental works.

£76m will be spent in the Capital programme in 2023/24. This will include 560 new central heating systems, 320 new roof coverings, 300 window/door renewals, 150 kitchen renewals, 100 bathroom renewals and 100 electric shower installations. An additional 250 homes will be upgraded with external insulated rendering, 200 medical adaptations and 500 path/general environmental upgrades.

**“ The 5% increase in rent will allow us to improve living standards throughout our communities ”**

The investment will also aid improvement in performance around voids to maximise Housing and Revenue Account (HRA) income alongside building additional new sustainable housing that is energy efficient and adaptable for tenants with medical needs.

A proportion of the investment will also be invested in the Council's Buy Back programme to purchase additional housing on the local market to address identified need and increase choice for large families.

Councillor Gurpreet Singh Johal, Convener of the Council's Housing and Communities Committee, said: “Our commitment is to provide quality homes that people want to live in and this significant investment will make a positive difference to the lives of tenants across West Dunbartonshire.

“The 5% increase in rent will allow us to improve living standards throughout our communities.”

If you are worried about paying your rent or have missed payments, help is available on **01389 737788**.

**“ Our commitment is to provide quality homes that people want to live in and this significant investment will make a positive difference to the lives of the tenants. ”**

## YOUR RENT, YOUR SAY

A total of **1173** tenants took part in a recent consultation asking for views on rent options.

Tenants were sent information on what level investment each of the two available options would include with details of how to vote including a free post voting card, online, by text or phone.

The first option, for a **4% rent increase**, received **621** votes, while Option 2, for a **5% increase**, received **552** votes.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: “I'd like to thank every tenant who took the time to take part in this consultation. Our plans and how we spend the housing budget impacts on all our tenants so it is important that we listen to them and use their views to make decisions.”

The voting results were put to Councillors, and an increase of **5%** was agreed on **1 March 2023**.

Tenants who participated in the consultation were entered into a prize draw for a **£50 shopping voucher**, with the winner announced as **Alex Mullan** from Townend.

If you would like any more information on the rent setting consultation or want to get more involved in the range of opportunities to participate with Housing Services, please contact **Jane Mack on 07983 542993**.

## Do you have an idea?

Do you have an idea for an improvement to your building or surrounding area?



We're looking for proposals for use of the Tenant Priority Budget.

The Tenant Priority Budget is an annual budget that is used for tenant proposed improvements, provided it is for land owned by Housing Services, represents good value for money and is not something the Council is already responsible for.

The budget for 2022/2023 is **£800,000** and with budget remaining, tenants are encouraged to submit ideas to **Hanne on 07823 664247** or email: **hanne.thijs@west-dunbarton.gov.uk**

# SPRING INTO ACTION TO CUT CONDENSATION

**A**s the warmer months approach, tenants are being urged to take simple steps to reduce condensation to protect their homes against dampness and mould.

After a long winter, damp issues within homes can become more severe and the arrival of better weather brings opportunity to improve the situation by allowing more fresh air in.

The Council agreed in December to review and improve services to tackle dampness and mould in recognition that it's a priority issue for many tenants.

Any tenant concerned about dampness in their property can arrange an inspection by contacting Repairs on **0800 073 8708**, [housing.repairs@west-dunbarton.gov.uk](mailto:housing.repairs@west-dunbarton.gov.uk) or go to <https://www.west-dunbarton.gov.uk/housing/maintenance-repairs/>

Every home in Scotland can be affected by condensation at all times of the year but in addition to opening windows there are a number of easy steps that can be taken to reduce it.

## 1 Produce less moisture –

Cover pans while cooking and keep the kitchen door shut when in use to prevent steam from moving to colder rooms.

Dry clothes outdoors if possible. If you have a tumble drier ensure that it is vented to the outside, avoid drying clothes on radiators as this can lead to more moisture in the air turning into condensation.

Wipe down the windows and sills when condensation appears on them. This can be particularly noticeable in the morning, when you are cooking or using the bath or shower. Wring out the cloth rather than drying it on a radiator.

## 2 Ventilate to remove the moisture

You can ventilate your home without making draughts. Keep a small window ajar/on the latch or a trickle ventilator open all the time if possible.

Increase ventilation in kitchen and bathroom when in use by opening the window – and shut the door to prevent steam from spreading to other rooms.

Use any extractor fans in your home and if they are not working effectively ask for a repair.

Leave a gap between furniture and walls, especially external walls.



## 3 Check radiators are working

It is important to keep your home heated. With the current energy costs, this may be a challenge for some households but there is help available.

For advice about saving energy contact the Council's Energy Efficiency Officer Alasdair Bryson on 01389 738293.

If you're struggling to cope with your bills the Council's Working4U service can provide advice at **Working4U | West Dunbartonshire Council** ([west-dunbarton.gov.uk](https://www.west-dunbarton.gov.uk)) or by calling **01389 738296**.

There is also a wide range of Cost of Living support on the Council's website at <https://www.west-dunbarton.gov.uk/benefits-and-grants/cost-of-living/>

## New Smart Controls For Kilbowie Court Tenants



Tenants of Kilbowie Court, Clydebank, have been invited to take part in a pilot project designed to give them more control of their heating and hot water.

The Connected Response project will see the existing storage heating system controls replaced with new smart controls. These new controls will also allow tenants to have a smart meter and access new, potentially better value, electricity tariffs.

Connected Response, part of the Warmworks group, will work with the 46 residents at Kilbowie Court to understand if the new smart controls are a success, and if they are, explore further installations in other multi-storey blocks with electric storage heaters.

## Safer interlinked fire alarm upgrades nearing completion

Tenants are being asked to ensure they provide access for the Council to install new fire alarms in properties.

A law introduced last year requires every home in Scotland to have interlinked fire alarms, meaning that if one goes off they are all triggered so that you will always hear an alarm wherever you are in your home.

The legislation was created in response to the Grenfell Tower fire in London in 2017.

**“This is a legal requirement designed to keep tenants safe, so it is essential that our expert team of installers are granted access to every home.”**

After an extensive installation programme, West Dunbartonshire Council have successfully upgraded alarm systems in more than 10,000 homes, equating to approximately 97% of its housing stock.

Councillor Gurpreet Singh Johal, Convener of Housing & Communities, said: “The small number of remaining properties have proved more challenging to access.

“This is a legal requirement designed to keep tenants safe, so it is essential that our expert team of installers are granted access to every home.

“I would ask all tenants to take note of when their appointment has been scheduled for and provide access when requested.”

As this is a statutory requirement, if attempts to attend are repeatedly ignored or denied, as a last resort the Council could force entry. Letters and texts will be sent out to arrange an installation. If the appointment is not suitable, tenants should contact the number on the letter or in the text to make an alternative arrangement that suits. Please do not phone the Council's Repairs Contact Centre to make alternative arrangements.





# ASB and Neighbourhood teams strive to keep communities safe

**The Council's Anti-Social Behaviour team continues to maximise patrols to ensure our communities and public spaces remain safe for all to enjoy.**

Patrolling regularly throughout the day and at night, with additional presence in hotspots for gatherings, they are on hand to resolve potential issues, offer advice to residents and work with the police to ensure the safety of communities.

They also have a quick alert system for advising emergency services of any serious incidents, are trained professional witnesses for any criminal acts and their presence provides reassurance to residents.

The team made 170 proactive patrols, and have also issued fixed penalty notices (FPN) for dog fouling, littering and fly tipping.

Investigations of complaints of ASB have resulted in the issue of 18 warning notices and seven Notice of Proceedings for the Recovery of Possession (NOPFROP). In cases where the offender would not desist, the team lodged two cases for court proceedings to seek legal restriction to stop the nature of offending.

This is always a last resort as mediation to achieve a resolution to all issues is always the team's aim – however, they will have no hesitation in acting on behalf of tenants to protect them from unreasonable or disorderly behavior.

**“ I never cease to be impressed by the work of our ASB and Neighbourhood teams”**

The Council's Neighbourhood team have been equally busy, conducting over 290 foot patrols in multi-storey flats and surrounding estates, checking stairwells, reporting any defects and liaising with tenants on any issues arising.

During the freezing weather of December and January, officers helped tenants with burst pipes and flooding, remaining on-site to support tenants with food or wellbeing concerns until alternative accommodation was found.

Housing and Communities Committee Convener Gurpreet Singh Johal said: “I never cease to be impressed by the work of our ASB and Neighbourhood teams, who make such a vital contribution to making our communities safe and peaceful places to live.”

**If any resident wishes to report anti-social behavior they can contact the team by calling 01389 772048 8:30am-2am Monday- Friday and 3pm-2am Saturday –Sunday.**



A support service for families affected by a loved one's substance use is helping people in West Dunbartonshire.

The Alternatives Family Support Service offers one-to-one support, local peer support groups, bereavement counselling or self care and wellbeing activities.

Alternatives is a community-based recovery service run in association with the Corra Foundation.

**For more information call 0141 951 2420 or email Glynis@Alternativeswd.org**



# Home swap website helps tenants find their perfect match

An online tenancy swap service is available to make the search for a more suitable home easier.

Anyone with a Council or Local Housing Association tenancy can agree to swap homes with another tenant anywhere else in the UK.

The Homeswapper online service is designed to help swap-seeking tenants find a suitable match, allowing registered users to browse properties available for a swap.

Currently West Dunbartonshire has 1484 tenants on the waiting list for a transfer, yet only 218 of them have also registered on the online platform that maximises their chances of finding a successful move.

Once a suitable match with another household is found tenants simply complete an online application form and their case will be assessed within 28 days.

There are some cases where a swap may not be permitted. For example, if you are living in an adapted property and the person interested does not require this adaptation. More information is available from your Housing Officer.



# TENANT PRAISES ACCESSIBLE NEW HOME AT QUEENS QUAY

**A** Council tenant says her life has changed for the better since she moved into her brand new home in Clydebank.

Carolyn Robb and husband Rodger were among the first to move into the new adaptable housing located in the Queens Quay development.

As well as having a range of features which make it easier for tenants with disabilities, the homes are also the first to be heated and powered by the nearby West Dunbartonshire Energy Centre.

Carolyn said: "We'd lived in Parkhall for more than 30 years but it was an upstairs flat and I have bad arthritis in my hips and knees so I wasn't able to get out any more because I was struggling to walk.

"So when the chance came to move to a lovely new development like this which has a lift and is designed to be adaptable for people with mobility issues like me, we were delighted.



"We've been here for four months now and we're absolutely delighted. It has changed my life."

The development, which has 29 Council homes as well as a further 117 housing association homes managed by Loretto Housing Association and Clydebank Housing Association, was officially opened in February.

Councillor Gurpreet Singh Johal, Convener of the Council's Housing and Communities Committee, said: "Delivering modern, sustainable homes that are suitable for all is a key part of our mission and that commitment is reflected in the Council's section of this development.

"Our modern amenity housing design ensures that our properties are adaptable to the requirements of tenants if their needs change, allowing them to live with greater independence within their home.

"This development is particularly special because these are also the first residential homes to be heated by West Dunbartonshire Council's innovative district heating network."

**“ This development is particularly special because these are also the first residential homes to be heated by West Dunbartonshire Council’s innovative district heating network.”**

"It meets all my needs – it has a walk-in shower and the lift access allows me to get out and about with everything we need on our doorstep.

"And best of all, our main room has a veranda overlooking the Clyde and the Titan Crane. You couldn't ask for a better view.



## Conveners' Column

**Making a positive difference to the lives of people with their community is the mission that underpins every local council authority.**

So days like the one I recently spent in Clydebank at the opening of the fantastic new Queens Quay development are especially rewarding, because it reaffirms the importance of our social housing policies and the hard work of the people who bring our vision to life.

To meet Carolyn Robb and hear how her life has transformed since moving into an adaptable flat that meets her physical needs captures the essence of what we do – and defines our motivation to improve living standards across West Dunbartonshire.

We must continue to invest in new sustainable housing like Queens Quay or Dumbarton Harbour before that and we must drive forward our programme to improve existing housing stock, including our vow to tackle issues like damp and mould.

That is why the Council has confirmed an additional £50 million investment package over the next five years, which will increase the overall spend to £326 million.

And it is also why we must introduce a rent increase of 5% in order to not only retain the current service, capital investment programme and Tenant Priority Budget – but to raise the standards even higher, to build a sector-leading Housing service that meets the needs of all tenants.

Each year the Council asks tenants for their opinion on which level of rent increase and investment they should pay, with the outcome used to inform the final decision.

In this instance we have opted for an increase that is 1% higher than the preferred option voted for by 52.9% of respondents, but that does not mean that tenants' voices are being ignored. The input from the Rent Setting Consultation was vital to help us build a picture of the needs and priorities of our tenants – and it was clear that to meet those needs will require a slightly higher rise.

We thank all who participated in the consultation for their valuable input and we will continue to listen to tenants voices.

Ultimately, the difference between the two proposed options was just 84 pence, but we recognise that an average weekly rent increase of £4.22 per week will be a worry for our tenants, especially during the current cost of living crisis.

That is why we have also set aside £565,000 to create a direct financial assistance fund to support our most disadvantaged tenants.

I would urge any tenant who is worried that they'll be unable to pay their rent or have missed payments already to please get in touch without delay on **01389 737788** – because help is at hand.

## Residents urged to vote for Community Budgeting 6 contenders

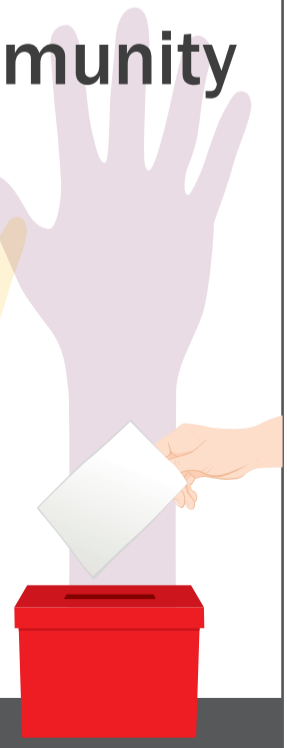
**The latest phase of the Council's Community Budgeting programme is nearing its crucial stage when residents will be asked to vote for their favourite option.**

Community groups can apply for financial support to boost their work to make a difference in their area, with grants of up to £5000 available.

The sixth phase of the programme opened in October with the focus on promoting activities or providing support for young people between the ages of 12 and 25.

A range of applications have been made and the shortlist of pitches will be put to the public for consideration in March. Residents can vote for their favourite idea via an online survey and the successful bid will be announced in the summer edition of Housing News.

Further information on the voting process can be found here:  
<https://wdn.communitychoices.scot/>



**For any more information on how you can get involved in your local area email [yourcommunity@west-dunbarton.gov.uk](mailto:yourcommunity@west-dunbarton.gov.uk) or call 07876 005455 or 07930 890401**



# Education, equality and the environment top of the agenda for new Youth Parliament member

Clydebank's newly elected member of the Scottish Youth Parliament has pledged to support her fellow young people to follow their dreams.

Cara Cusick won a recent by-election to represent her home town in the Parliament, which aims to represent and provide a democratic voice for Scotland's young people.

As one of 166 elected members aged from 14-25, Cara is determined to stand up for the rights of young people to access education and equal opportunities regardless of their background.

Cara said: "I truly believe every young person, no matter their postcode, can do great things. So I want to promote a positive change in Clydebank to ensure every young person feels encouraged to achieve their best - and believe they can do better."

"I feel passionately that education should be a level playing field and will fight for equal and quality education."

Cara will be able to have an influence on West Dunbartonshire's schools as her Youth Parliamentary role also affords her a place and voting rights on the Council's Education Committee.

Promoting eco-friendly initiatives geared towards the transition to Net Zero will also be high on her agenda.

Cara added: "As a recent environmental engineering graduate, I'm passionate about caring for our environment."

"Outwith my work and Youth Parliament duties, I like to cook, read and do science experiments. I love to learn as much as possible about our planet as I hope to work in the space sector in the future."

Any young person under twenty-five in the Clydebank area can contact Cara at **@caracusickmsyp** on Instagram and twitter and she will be campaigning throughout the Clydebank area during her term.



## ONLINE SELF-SERVICE PORTAL PUTS TENANTS IN CONTROL

Sign-up to the West Dunbartonshire Council self-service portal today. The self-service portal means tenants will be able to log on to check the status of their tenancy, log repairs, make rent payments and access general information about their property.

The portal provides an additional route of engaging with the Council alongside other methods already in place.

Councillor Gurpreet Singh Johal, Convener of Housing and Communities, said: "The self-service portal will mean tenants are able to log in quickly at

a time and place that suits them, and have all the information they need at their fingertips. We hope this will improve tenants' experience and our phone line will still be available for those who prefer to contact us that way."

Work is ongoing on a second phase of the portal, which will see its capabilities extended so tenants can request changes to their tenancy and view and manage housing applications through simple online forms.

To sign up to use and access the portal, please visit <https://my.west-dunbarton.gov.uk/>



## Tenant's voice with Frances McGonagle



# Tenants together have a stronger voice

We were pleased to see so many tenants take an interest in the rent setting consultation and shows that at such a difficult financial time for everyone these discussions are so important.

So we were particularly gutted that the Council agreed the higher 5% increase and don't see the justification for it.

The health risks of dampness and mould are well known and is an issue that's been highlighted by the sad death of a wee boy in England. All landlords are having to review how they deal with dampness and mould reports and be more proactive in their response which is very welcome and we await the outcome of WDC's own review.

Having effective heating systems that tenants can afford to use are also needed to help keep homes damp-free and we have already raised this with the Council.

We have also raised recent concerns about caretaker vacancies and the effects these have on the level of service tenants get in the blocks where there is a caretaker off - the Council have addressed these shortages now and we hope to see improvements.

If you have an issue you think the WDTRO should be taking forward, please let us know. We work on behalf of all tenants so want to reflect your views and together we have a stronger voice.

Contact the WDTRO by email at [harrymccormack.wdtro@gmail.com](mailto:harrymccormack.wdtro@gmail.com) or through Facebook



# INNOVATIVE CAR CLUB SHARES THE COST OF GETTING AROUND

**A** new car share project has been launched to help Clydebank residents stay mobile without the cost of owning a vehicle.

The Co-Wheels Car Club – a UK social enterprise organisation – has set up a base at the new Queens Quay Housing development, offering an electric car for hire by the hour.

The scheme provides access to a car for short-term rental making it ideal for those who only drive occasionally, can't afford the costs of running a car or households that need a second car from time to time.

The concept also contributes positively to West Dunbartonshire Council's drive towards Net Zero as the vehicle is environmentally friendly and car sharing compliments other forms of sustainable transport.

Membership is open to anyone aged over 19 years who has held a full licence for at least two years.

The car, an MGZS estate, can be reserved online and then unlocked with a member's smartcard at any time during the hire period.

The cost of hire is £6.70 per hour +12p a mile for electricity. For those planning a longer journey, a day rate of £53.60 +12p a mile is also available. Co-wheels is offering an introductory membership offer for Clydebank residents which includes no joining fee & £25 credit on new accounts. To take advantage of this offer simply register online and use the promotion code FREEJOIN25.

**Find out more about the car club at [www.co-wheels.org.uk](http://www.co-wheels.org.uk) or download the app from google app store.**



## ON THE SPOT



**Megan Devenay,  
Housing Options and  
Homeless Caseworker**

**What three words best describe you?**  
Organised, pro-active, motivated

**How long have you worked for the Council?**  
Around five years.

**Where did you work before West Dunbartonshire?**  
West Lothian Council, also as a Homeless officer.

**What's your favourite part of your job?**  
No day in my job is ever the same or ever boring and I am always learning. One of my favourite parts of the job is also knowing what I do has helped someone.

**If you could do any other job for a day what would it be?**  
I would love to be a midwife.

**How do you like to unwind after a hard day's work?**  
I enjoy cooking, so usually I go home make dinner and then either go for a walk with my husband or relax by watching TV.

**If you could create an invention to make your job easier what would it be?**  
An endless supply of housing that meets everyone's needs.

**What's the best piece of advice you have ever been given?**  
No is a full sentence.

## Signs of success for Working4U's adult learners

Members of Working4U's adult learning class have been taking sign language classes.

The group learned over 40 signs including basic conversation, numbers, food, drink and animals – and now hope to use their skills to help people in the community who are hearing impaired.

The classes were run in partnership with Unity Empowerment West, which provides day services to adults with additional support needs.

A short video showcasing the work of the group and featuring some of the useful signs they learned can be viewed at [shorturl.at/JPSTW](http://shorturl.at/JPSTW)



## Communities Team can support your big ideas

Tenants and residents who have a big idea to help their local area or want to start a community group that can make a difference to people's lives are being encouraged to seek support.

The Council's Communities Team hold regular surgeries throughout West Dunbartonshire to help individual residents or small groups get their ideas off the ground.

Funding is available to support community projects and the Community Officers' expertise can advise on the logistics of starting up a new venture.

For more information contact [YourCommunity@west-dunbarton.gov.uk](mailto:YourCommunity@west-dunbarton.gov.uk).

### The Community Surgeries take place at -

- Dalmeir Barclay Church on the last Wednesday of every month, 11am to 2pm.
- The Vale of Leven Trust, Mitchell Way, Alexandria, on the last Monday of the month, from 11 am.
- Centre 81, Whitecrook, on the last Wednesday of the month from 12 noon.

### Communities Team





1 LOMOND	2 LEVEN	3 DUMBARTON	4 KILPATRICK	5 CLYDEBANK CENTRAL	6 CLYDEBANK WATERFRONT	
<p><b>ELECTED MEMBERS 2022 - 2027</b></p>	<p><b>JAMES BOLLAN</b> 4 ENDRICK WAY ALEXANDRIA G83 0UR <b>COM</b> T: 01389 737506 M: 07803 668766</p>	<p><b>KAREN CONAGHAN</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR <b>SNP</b> T: 01389 737237 M: 07766 511565</p>	<p><b>DOUGLAS McALLISTER</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA <b>LAB</b> T: 01389 738697 M: 07771 923966</p>	<p><b>DIANE DOCHERTY</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA <b>IND</b> T: 01389 738587 M: 07741 296890</p>	<p><b>DANIEL LENNIE</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA <b>LAB</b> T: 01389 738559 M: 07741 296922</p>	
	<p><b>MARTIN ROONEY</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR <b>LAB</b> T: 01389 737579 M: 07909 890846</p>	<p><b>IAN DICKSON</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR <b>SNP</b> T: 01389 737712 M: 07766 511410</p>	<p><b>GURPREET JOHAL</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR <b>LAB</b> T: 01389 738497 M: 07721 302855</p>	<p><b>LAWRENCE O'NEILL</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA <b>LAB</b> T: 01389 738784 M: 07909 890842</p>	<p><b>CRAIG EDWARD</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA <b>IND</b> T: 01389 738650 M: 07721 236345</p>	<p><b>JAMES McELHILL</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA <b>SNP</b> T: 01389 738704 M: 07721 124633</p>
	<p><b>JONATHAN McCOLL</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR <b>SNP</b> T: 01389 737511 M: 07769 367035</p>	<p><b>MICHELLE MCGINTY</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR <b>LAB</b> T: 01389 738475 M: 07721 599270</p>	<p><b>DAVID McBRIDE</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR <b>LAB</b> T: 01389 737367 M: 07961 711664</p>	<p><b>GORDON SCANLAN</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA <b>SNP</b> T: 01389 738538 M: 07721 248761</p>	<p><b>CLARE STEEL</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA <b>LAB</b> T: 01389 738743 M: 07721 238022</p>	<p><b>JUNE McKAY</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA <b>LAB</b> T: 01389 738520 M: 07721 236088</p>
	<p><b>HAZEL SORRELL</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR <b>LAB</b> T: 01389 738471 M: 07721 632553</p>	<p><b>JOHN MILLAR</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR <b>LAB</b> T: 01389 737882 M: 07961 713003</p>	<p><b>CHRIS POLLOCK</b> COUNCIL OFFICES COLLEGE STREET DUMBARTON G82 1NR <b>SNP</b> T: 01389 738494 M: 07721 331751</p>	<p>know your councillors</p>		<p><b>SOPHIE TRAYNOR</b> COUNCIL OFFICES CLYDEBANK TOWN HALL CLYDEBANK G81 1UA <b>SNP</b> T: 01389 738745 M: 07721 243557</p>

# Working 4U trainees gain insight into Construction careers

Members of the Working4U training academy visited the site of the new Clyde Waterfront and Renfrew Riverside project for a valuable insight into their chosen career in construction.

The site, based at Dock Street, Clydebank is undergoing an exciting regeneration including a new bridge across the river linking Renfrew to Yoker.

Working4U provides training, employability and job search support for residents of West Dunbartonshire.

The project is being delivered by the GRAHAM Group, who have formed an important partnership with Working4U to create opportunities for residents interested in pursuing a career in the construction industry.

The visitors enjoyed an overview of the project and a presentation about careers in construction, before heading out to site to gain a better understanding of how a live site operates.

Tom Callan, Section Engineer, was on hand to provide an in-depth overview of construction plans for this iconic project and share his own experience of working within the construction industry.

GRAHAM continue to work with Working 4U and progress all who attended the site visit towards gaining their CSCS Cards and secure work placements on the CWRR project in preparation of starting their careers in construction.

Councillor Gurpreet Singh Johal, Convener of the Council's Housing and Communities Committee, said: "First-hand experience is a priceless part of learning, which makes a site visit such as this so important for our training academy members.

"We are proud to work in partnership with GRAHAM Group to create a pathway for residents taking their first steps in the construction industry and I'm sure they'll have been inspired to see a project delivery in action."



For more information about the support services provided by Working4U, visit Working4U service | West Dunbartonshire Council ([west-dunbarton.gov.uk](http://west-dunbarton.gov.uk)) and complete our referral form or email: [working4u@west-dunbarton.gov.uk](mailto:working4u@west-dunbarton.gov.uk)



## USEFUL PHONE NUMBERS

## West Dunbartonshire Council

Contact Centre can be reached on **01389 738282** and is open:  
Monday to Thursday, 9am - 4.30pm,  
Friday 9am to 3.30pm.

The contact centre can direct your call on any housing matter. There is a lot of useful information on our website which is updated regularly. Please visit: [www.west-dunbarton.gov.uk](http://www.west-dunbarton.gov.uk)

## Repairs

Call us on Freephone **0800 073 8708** during office hours 8.30am - to 4.30pm Monday to Thursday and 8.30am to 4pm on a Friday.

Alternatively, you can email the repairs service on: [housing.repairs@west-dunbarton.gov.uk](mailto:housing.repairs@west-dunbarton.gov.uk) or visit the website: [www.west-dunbarton.gov.uk/housing/maintenance-repairs](http://www.west-dunbarton.gov.uk/housing/maintenance-repairs).

Outwith these hours or to report an emergency repair call **0800 197 1004**

Gas Heating Repairs  
(City Technical)**0333 202 0708**

## General

Council Tax	<b>01389 737444</b>
Special (bulky) uplifts -	<b>01389 738282</b>
Grass cutting	<b>01389 608412</b>
Litter Hotline	<b>01389 772059</b>
Environmental Health	<b>01389 738290</b>
Pest Control	<b>01389 738282</b>
Waste Aware	<b>0845 111 0050</b>
Trading Standards	<b>01389 738519</b>
Caretaking Service	<b>01389 738282</b>
Dog Warden	<b>0141 951 7957</b>
Home Content Insurance	<b>01389 737867</b>

Housing Allocation  
Enquiries**01389 738548**

## Anti Social Behaviour (inc. dog fouling)

All anti social behaviour incidents can be reported on **01389 772048** 8:30am - 2am Monday - Friday and 3pm - 2am Saturday - Sunday

Fraud Investigation **01389 738217**

**Team** Covers tenancy, procurement, Council Tax, social care, employee and Blue Badge fraud

## Help with Homelessness

Homeless Emergency (24 hour freephone) **0800 197 1004**

## Homeless &amp; Housing Options Hub

Clydebank **01389 776400**  
Dumbarton **01389 776400**  
Alexandria **01389 776400**  
Open 9am to 4.30pm, Monday to Friday

## Home from Home (furniture re-use centre)

**01389 733733**

## Social Work

## Adults and older people

Clydebank **01389 811760**  
Dumbarton **01389 776499**  
Children & families (all areas) **0141 562 8800**

## Women's Aid

Dumbarton/Alexandria **01389 751036**  
Clydebank **0141 952 8118**  
Relationship Scotland **0141 248 5249**

## Working4U

Benefits and money advice, employability and learning **01389 738282**

## General Numbers for Advice and Assistance

MY BUS (bookable bus service for elderly and disabled) **0141 333 3252**

Citizens Advice Bureau **0800 484 0136**  
**01389 744690**

Police non emergency **101**  
In an emergency dial **999**

Crimestoppers (freephone) **0800 555 111**

Neighbourhood Network meetings  
make tenants' voices heard

Tenant participation staff are working with volunteers from Neighbourhood Networks to help improve services for people with additional support needs. Neighbourhood Networks support people live active, healthy lives and be fully involved in their local community.

At meetings, which began in September 2022 and are scheduled to take place three times a year, discussions have taken place around how best to make improvements including the ease of using the repairs service, knowing who to contact for housing related issues and reviewing the tenant handbook to ensure information is easy to read and understand.

The meetings allow the council to gather more diverse views while giving a space for Neighbourhood Network members to make their voice heard.



## QUIZ WINNER

**Congratulations to Joe Gallacher from Dalmuir who won the Winter edition quiz.**

Joe said: "It was a nice surprise to win something. I do like to read the Housing News when it gets delivered and keep it handy or the useful phone numbers."



## WAYS TO PAY YOUR RENT

## Through your bank...

This is our preferred method for you to pay your rent. It's easy for you to set up a Direct Debit or Standing Order, offering you peace of mind and convenience. You can access the forms online to set up these payments with your bank.

## At any PayPoint outlet...

There are 85 PayPoint outlets within West Dunbartonshire. Find out your nearest PayPoint by visiting: [www.paypoint.com/en-gb/consumers/store-locator](http://www.paypoint.com/en-gb/consumers/store-locator) Payments can be made by cash and debit card.

## By telephone or internet...

You can use your debit or credit card to make payment by:

- visiting our website [www.west-dunbarton.gov.uk](http://www.west-dunbarton.gov.uk) and clicking on the 'Pay It' button to go to the payments page
- using our 24hr automatic telephone payment service on **0161 622 6948**
- calling our Contact Centre on **01389 738282**

## At the Post Office...

By swiping your rent card at any Post Office, you can pay by cash or debit card.

## Other formats

This document can be viewed as a PDF on our website: <http://www.west-dunbarton.gov.uk/housing/housing-news/> It can also be provided in large print, Braille or on audio cassette and can be translated into different community languages. Please contact: Corporate Communications, Council Offices, 16 Church Street, Dumbarton, G82 1QL. Tel: 01389 737000

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

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۔

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

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

## Try our quiz!

For your chance to win a £25 shopping voucher email completed entries with your name, address and contact number by **May 1st 2023 to: [housingnews@west-dunbarton.gov.uk](mailto:housingnews@west-dunbarton.gov.uk)** Alternatively, you can phone or text your answers to **07983 542993**.

WIN!  
£25  
SHOPPING  
VOUCHER

- How many tenants have registered for Homeswapper?**
  - 18
  - 218
  - 258
- Co-Wheels car sharing club has set up a new base for residents to borrow private transport. Where is it located?**
  - Dumbarton town centre
  - Queens Quay, Clydebank
  - Balloch Castle & Country Park
- What is the name of West Dunbartonshire's latest elected member of the Scottish Youth Parliament?**
  - Cara Cusick
  - Carl Cox
  - Carla Crocker

HOUSING  
news

Don't miss the next edition of Housing News due out in summer 2023

