



# Magazine



## Pupils of the Year

**PLUS... Beardmore Trust,  
Tenant Participation, Soccer  
6's, Camera Club and more  
inside....**

Our new look  
magazine is now 2  
years old. To continue  
its progress we need  
YOUR thoughts and  
comments email us at  
[admin@dpha.org.uk](mailto:admin@dpha.org.uk)

# Committee Welcome



It is a pleasure to welcome you to Issue 8 of our Association magazine. The magazine was revamped 2 years ago and your feedback is helpful in its progression. Please feel free to email us with your comments and thoughts.

This issue is as usual filled with information we feel will be of relevance to you and we highlight our new addition to our Community Development Program, that is the Pupils of The Year Award. The winners have been announced and they are preparing for a great evening out with their families at the Beardmore Hotel which is our community partner in this event.

At your request the Association has looked into providing a service whereby you can pay your rent, factoring, childcare fees etc using your debit or credit card. This service was implemented in early May and is already proving very popular. Please refer to the advert inside the magazine for further details.

Our housing department focus on Anti Social Behaviour and how to tackle it. Our finance department, who have recently sent out the annual factoring bills to the owners, sharing owners and commercial properties, explain the importance of prompt payment and the various methods available to make payment.

I hope you all enjoy each and every article in the magazine and please remember that there is much more information on our website [www.dpha.org](http://www.dpha.org).

Kindest Regards,

*Christine*

Christine Bradley  
Secretary



# DONATIONS

Each year Dalmuir Park Housing Association organises events for the local community, from Soccer Sixes tournaments to Summer Socials, Bounce Parties to Xmas Vouchers. Each year, usually in December, we ask our contractors, consultants and local businesses to make a donation toward assisting funding these projects and activities. This year support was provided from the following companies:

**AB Services - Ventillation**

**Averton Landscapes – Landscape Maintenance**

**CCG (Scotland) Ltd – Construction & Property Development**

**EBS Construction – Property Maintenance & Building Restoration**

**Hi-Flow – Gas Engineers, Plumbing, Heating, Joinery & Electrical**

**J Elliot – Window Cleaners**

**David Mitchell – Plastering & Building**

**Howdens – Kitchen, Doors, Joinery & Bathrooms**

**Mitchell Drainage – Drainage System Repair**

**Phoenix Plumbing – Plumbing & Heating Contractors**

**Wm Lattos – Roof and Building Maintenance**

**Paintbox – Painting & Decorators**

**Pestguard Services – Pest Control**

**JCM Joiners – Joiner Services**

**French Duncan- Professional Chartered Accountants**

**Microtech Support – I.T. Support & Maintenance**

**The Planned Maintenance Company – Maintenance Consultancy**

The Association relies heavily on the goodwill of each company to allow the Community Development Program to prosper and take this opportunity to extend its thanks for their kind contribution.

# Factoring

All owners and sharing owners, together with commercial proprietors should now be in receipt of their annual factoring invoice for the year 2011/12. Many thanks to everyone who has promptly paid their invoices in this difficult financial climate.

The Association constantly attempts to reduce factoring arrears. Unfortunately however, there remains a number of owners who have yet to make payment towards their Factoring Account.

The Association will take legal action against anyone who fails to pay their Factoring Account and all legal costs will be passed directly onto you. We do hope, however, that this action is a last resort. If you are experiencing financial difficulties, contact the Finance Department immediately to discuss a repayment plan.

Payments can be made using the usual methods, via your Allpay Card, by Direct Debit or in the Association's office. If you do not have an Allpay Card or if you wish to pay by Direct Debit the Finance Department can arrange this for you.

In addition to the above methods the Association now has the facility to accept debit or credit cards. Please call Gary or Carla on 0141 952 2447 should you wish to settle your account using this service.

**We do hope to see an improvement in Factoring Arrears within the coming months.**



## Anne Meets Anne

One of our long serving committee members mixed in Royal circles recently. Anne Meikle was introduced to HRH, The Princess Royal when both attended an awards ceremony organised by Carers of West Dunbartonshire.

At the Cameron House, Loch Lomond, Her Royal Highness presented over 60 Carers with awards recognising their participation in a variety of Carers Training. The Princess also unveiled a commemorative plaque which will be displayed in the Carers Centre.

Anne said she enjoyed the day and was thrilled to meet the Princess.

# Clydebank Camera Club

Clydebank Camera Club has just finished its 58th year with our annual Presentation Night held at the end of April. The Club has welcomed some new members, who have achieved their well deserved trophies. Secretary Elaine Findlay hopes they will stay with the club for some time to come.

The club will be exhibiting their Images within the Clydebank Library & Dalmuir Library over July & August and everyone is welcome to drop into the library and view some great pictures.

The club is also delighted to have recently formed a community partnership with DPHA and will be assisting the association with its photography requirements in relation to its Community Development activities. In return the Housing Association has kindly donated a beautiful trophy to commemorate Charles Meikle, who sadly passed away last year. Charlie was a long standing member of the club and very highly thought of at the club. The Trophy will be dedicated to one of Charlie's passions (Sport) and presented as an annual to the

member who wins the best judged image within that category.

The Camera Club will be starting back on Wednesday 7th September at 7.30pm. The first night will be an Open Night, and we would be delighted to welcome all members old & hopefully some new.

**Please contact us via our website if you wish to join or if you require any further information**

[www.clydebank.cc.co.uk](http://www.clydebank.cc.co.uk) or Clydebank Camera on Facebook 



# Tenant participation

## The register of interested tenants

As you are aware Dalmuir Park Housing Association had two separate open forums for all tenants and residents who live in Dalmuir to attend if they had any queries or concerns with regard to the service they receive from us.

One of the questions that we posed was "would you be interested in joining a residents group?"

We appreciate that, for a variety of reasons, tenants may not be able or want to join the full Management Committee of the Association but may still want to be involved in tenant participation and we were pleased that seven people expressed an interest in joining a residents group.

At Dalmuir Park HA we have a Register of Interested Tenants to ensure that these individuals are able to have their voices heard.

We will regularly write to individuals on the Register of Interested Tenants to ask them to review a new strategy or policy, or we could invite them to a tenant focus event or working group. We'll keep individuals on the Register informed of other projects or initiatives where they could get involved.

Adding your name to the Register of Interested Tenants is the best way to ensure you are kept informed of our work and get an opportunity to influence what we do or more importantly suggest an idea that we may not have thought of.

To add your name to the Register of Interested Tenants, please contact this office on 0141 952 2447 or email [enquiries@dpha.org.uk](mailto:enquiries@dpha.org.uk) advising you wish to be considered for a tenants group.

Thank you,

*JOHN*

John Mallon  
Housing Manager



# Wheelie bins

The Association has always worked hard to improve the visual appearance of the area. It is therefore a shame that the area is now looking unsightly again with bins being left in the street. This is not only very unsightly but it could also be a health hazard that could attract vermin like rats to the area.

We remind all residents that it is your own responsibility to return your wheelie bin to the designated storage area. If you are physically unable then please inform your Housing Officer and we shall endeavour to acquire assistance.

Please also ensure your contact West Dunbartonshire Council if you have any bulk items requiring uplift. The number for this is listed on the back page along with other useful telephone numbers.

# TEXT messaging

Dalmuir Park Housing Association has new computer software that allows us to text you.

We have found that this new initiative to be a very useful tool for communicating with all of our tenants and residents. We can let you know about repairs, reminders of Gas service dates and other general housing issues.

Thanks to everyone who has already given us a note of their mobile number.

We are keen to keep you up-to-date with what we are doing and we also wish to let you know about any local events that you might be interested in.

We put as much information as we can into our newsletters, but it's quicker to send a text so if you haven't given us your number yet (or you've changed your number recently) please give us a call on 0141 952 2447 and let us know.



Pat Gilbride and Eileen Newman pictured with all the nominees for Pupil of The Year.

# Pupil of The Year Award



**O**ur newest addition to our Community Development Program came to a finale on Wednesday 1st June with the prize-giving ceremony held at Our Lady of Loretto Primary School.

Three schools in the area, Our Lady of Loretto, St Stephen's and Clydemuir Primary have been nominating one pupil each month, since January 2011 and each nominee has been on tender hooks waiting to see if they would be crowned Pupil of The Year for their school.

In attendance at the inaugural presentation was Pat Gilbride - DPHA Director, Eileen Newman - General Manager of The Beardmore Hotel and Conference Centre, together with head teachers, teachers and pupils of the schools participating.

After a few words from Pat and Eileen the time came to draw the winning pupils and they were as follows:-

**Our Lady of Loretto – Phoebe Byrne  
St Stephen's – Danielle Gallacher  
Clydemuir – Samantha Wilson**

The Association presented each winner with a beautiful glass trophy and all nominees were each presented with £10 vouchers for HMV.



*Samantha Wilson,  
Clydemuir Primary*



*Danielle Gallacher,  
OLOL Primary*



*Phoebe Byrne,  
St Stephen's Primary*

The Beardmore Hotel and Conference Centre, who is the Associations Community Partner in this activity, presented each winner with a fabulous scroll inviting them and their families to the hotel for a meal. The meal will be held on Tuesday 21st June at the Beardmore Hotel where everyone will be given red carpet treatment as well as a soft drinks reception.

Pat Gilbride, Director of DPHA said that the event had just been implemented into the Associations Community Development Program and congratulated all the children who had been nominated. He also thanked the Beardmore Hotel for their assistance and hoped that their continued support would see the Pupil of The Year Award continue for years to come.

Eileen Newman, General Manager of The Beardmore Hotel and Conference Centre said that she had been approached in January by Gary Earl of Dalmeir Park Housing Association and asked to form a Community Partnership with the Association to get the activity off-the-ground. She added that the idea sounded great and was only too happy to offer the assistance of the hotel.

Pictures of the Oscar Style Bash will be in our next magazine due out in the autumn, an issue surely not to be missed.

Pat Gilbride DPHA, Georgette Murray Head-teacher St Stephen's and John Gilleece DPHA Chair are pictured with the prize winners

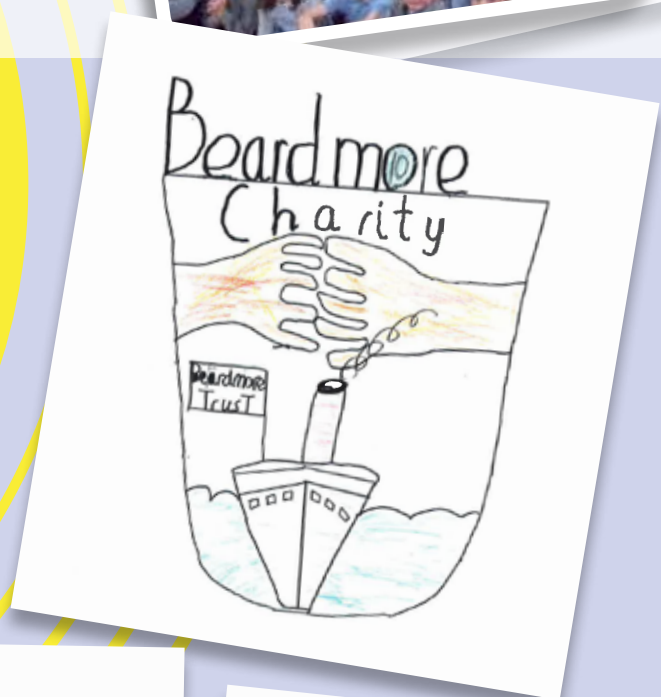


# Beardmore Trust



Pupils from local primary school St. Stephen's were delighted to help out DPHA with our latest community project. The Association was looking for a logo and letterhead for a new charitable company we are setting up to represent the Dalmuir community and to try to attract more funding into the area. The company will be called The Beardmore Trust, and pupils came up with some brilliant ideas for a company logo which linked Dalmuir present to Dalmuir past as suggested by the reference to the huge shipyard of William Beardmore which was located on the Clyde at Dalmuir 100 years ago.

Here are some of the winning ideas.....



# Sheltered Activities & Care Services

## DOSCG

### Summer Playscheme

The Summer Playscheme which runs from 1st July to 18th August still has vacancies for children aged from 4 to 14 and anyone interested should contact either Tina or Elaine, the two Project Co-ordinators, on 0141 951 4499.

Tina tells us that the Outings itinerary is currently being drawn up and includes the following destinations:

**New Transport Museum, Blair Drummond Safari Park, Peoples Palace, Victoria Park, Goals – Five a Sides (every Thursday), Balloch Park, Glasgow Green, Heads of Ayr (formerly Butlins), Kelvingrove Park, Lomond Shores, Fun Day at Bellismyre After School Care, Summerlee Park**

Other planned playscheme activities include:

- **Sponsored Walk:** the annual sponsored walk will be held on Monday, 8th August 2011 to help provide the Group with much needed funds. Volunteers are still being sought and any donations are more than welcome. The walk is approximately 10k and leaves from the CE Centre at 10.00am to Erskine Bridge and returns at around 2pm. Further information and sponsor sheets are available from Tina and/or Elaine at 0141 951 4499.
- **Sports Coaching:** an award of grant funding to provide 15 hours of sports coaching made available by West Dunbartonshire Council will be supplied each week on Tuesdays and Thursdays for one hour long sessions on each day.



Winning Easter bonnet  
Isa Gibson of Nairn Place

## Easter Lunch Event

Our sheltered housing tenants celebrated Easter with in-house buffet lunches followed by gateaux, cakes, tea and coffee and after lunch each tenant received an Easter egg and then participated in communal games, music and Easter Bonnet competitions. By all accounts everyone really enjoyed themselves and had an eggstatic time.

The Shaftesbury Street complex had 26 tenants attending their event whilst Nairn Street had only 13 tenants attending but lucky for some, they were provided with an extra Easter egg donated by the GE Tool Centre via the Independent Resource Centre.

## St Patrick's Day Event



Both Nairn Street and Shaftesbury Street tenants celebrated St Patrick's Day in each of their complexes with a Fish Supper Tea followed by in-house music and dancing. Being an Irish theme tenants made a huge effort to come dressed accordingly and the common rooms were duly decorated in the finest Irish tradition.

Tenants who were unable to attend had their Fish Teas delivered to their homes by staff and volunteers.

The Summer Playscheme Fees are:

Day Fees	£16.00
Full Week Fees	£80.00
Less: Full Week Discount	£10.00
Full Week Discounted Fees	£70.00

# Anti-Social BEHAVIOUR

## WHAT IS ANTI-SOCIAL BEHAVIOUR?

Anti-social behaviour can range from serious acts of violence and harassment, drug dealing, etc to more minor complaints such as overgrown gardens, loud music, etc.

The Anti-Social Behaviour Etc (Scotland) Act was published by the Scottish Executive in June 2004.

The key provisions of the bill include:

- Extension of Anti Social Behaviour Orders (ASBOs) to under 16s
- Introduction of Parenting orders
- Electronic Monitoring (tagging) of under 16s
- Ban on the sale of spray paint to under 16s
- The requirement for local authorities to produce Anti-Social Behaviour Strategies
- Targeted powers to disperse groups
- Closure of premises (drinking/drugs dens)
- Enhanced noise nuisance powers
- Environmental measures tackling fly tipping and litter
- Introduction of Community Reparation Orders
- Fixed penalties for anti social behaviour

### HOTLINE NUMBER

The Council has established a hotline number to provide information and assistance to callers who wish advice on any matter relating to Anti Social Behaviour.

The helpline is open 7 days per week between the hours of 9am -11pm.

You contact the service by telephoning  
**01389 772048**

Details of this leaflet can also be found on the Council's website

[www.west-dunbarton.gov.uk](http://www.west-dunbarton.gov.uk)

Other useful Contact Numbers

Dumbarton Police 01389 822000

Clydebank Police 0141 532 3300

Alexandria Police 01389 823000

Crimestoppers 0800 555 111

Victim Support 0141 952 2095

# A brief guide to tackling anti-social behaviour in your area

## ASIST

### Anti Social Investigation & Support Team

ASIST is a specialised team of experienced officers who investigate and resolve problems of anti social behaviour through a multi agency approach. Our service is available to council tenants, housing association tenants, home owners and private tenants.

**Contact: ASIST 01389 772048**

**or email [asist@west-dunbarton.gov.uk](mailto:asist@west-dunbarton.gov.uk)**

## NEIGHBOURHOOD MEDIATION SERVICES

West Dunbartonshire Council's Neighbourhood Mediation Service works with neighbours to help them talk through their difficulties. It is a confidential and free service and is available to all residents of West Dunbartonshire.

**Contact: 01389 772048 for more details on this service.**

**or email [asist@west-dunbarton.gov.uk](mailto:asist@west-dunbarton.gov.uk)**

## COMMUNITY WARDEN SERVICES

Community Wardens operate in 6 areas across West Dunbartonshire. The wardens patrol these areas and report vandalism, anti social behaviour, repairs and environmental issues, etc, to the appropriate agencies. Mobile wardens also respond to incidences of anti social behaviour across the whole of West Dunbartonshire.

The service operates 7 days per week between 3pm-11pm.

**Contact: 01389 772048**

**or email [asist@west-dunbarton.gov.uk](mailto:asist@west-dunbarton.gov.uk)**

## LITTER CONTROL OFFICERS

Litter Control Officers have authority to issue Fixed Penalty Tickets to persons who drop litter. They can also issue Fixed Penalty Tickets to dog owners who fail to remove dog dirt after their dog has fouled. The current penalties are £50 for litter and £40 for dog fouling.

**Contact: 01389 772059**

## LITTER RAPID RESPONSE

### UNIT

Rapid Response teams will respond to complaints about litter, graffiti, dog mess and fly tipping. They aim to respond to requests within 2 hours

**Contact: 01389 772048**

## LITTER OUT OF HOURS SERVICE/TWILIGHT SQUAD

An out of hours service operates for emergency situations. A twilight street cleaning squad operates from 4.30pm to 10.30pm.

**Contact: 01389 772048**

## DEVELOPMENT AND ENVIRONMENTAL SERVICES

The Environmental Health, Trading Standards and Waste Services Sections respond to various problems which arise through antisocial behaviour.

Officers deal with complaints about noise, household and commercial refuse, and abandoned vehicles. Officers will also take action against shopkeepers who sell fireworks or spray paints to children.

**Contact:**

**Waste Services on 01389 738542**

**01389 738725 (abandoned vehicles and special uplifts)**

**Trading Standards on 01389 738552 (underage sales)**

**Environmental Health on 01389 738627/8652 for other issues.**

## SOCIAL WORK DEPARTMENT

The Social Work Department works closely with other Council departments and local and national voluntary organisations and is committed to ensuring that all possible measures are taken to prevent and tackle antisocial behaviour. Should you require any further information in relation to particular Social Work Services please contact your local area office and ask for the Duty Officer.

**Clydebank 0141-562-8800**

**Dumbarton/Alexandria 01389-608080**

# Dalmuir Park Sports club



Dalmuir Park Sports Club 2011,

Dalmuir Park United 98s team has just completed their first competitive season.

On the 16th of January the boys lost 6-5 to Airdrie in the cup at the Excelsior Stadium Airdrie after taking a commanding lead, it was a tight game which could have gone either way. This was a great experience for all the boys playing in a first class stadium. On the 3rd of April, Westerton United put the boys out of the cup at the Lusset Park. The game was settled on penalties after ending in a 5-5 draw. Both cup competitions were hard fought matches and the boys gave a good account of themselves and could have won both games.

On the 7th of May the boys entered the Ian Cullen Memorial Trophy a well-run tournament organised by Clydebank Boys Club. The team won all their games and lifted the cup and the shield, this was the boy's first trophy and they celebrated in style. We would like to thank Clydebank Boys Club for inviting the teams to play in the competition.

On the 18th May the boys met Westerton United at home needing only a point to win the league. This was a hard fought match which ended in a 2-2 draw. The team had won the league championship at home in their first competitive season.

Everyone is delighted for the boys and the coaches and look forward to continued success.

## 2002's / 2003's

On the 9th of April the 2002s took part in Clydebank Boys Club's Ian Cullen Tournament at the Donald Dewar Centre in Drumchapel. All the kids involved had a great time and they were all presented with a medal at the end.

Due to the fact the younger boys, the 2002 and 2003s season is still in progress we will be having separate presentation events this season.

## Presentation

The 98s presentation night will be on the 11th of June at Goals in Drumchapel, and the younger boys will have their presentations later in the year.

The committee would like to thank all the teams and the coaches for their hard work this season, we would also like to thank the parents for their support and help throughout the season.

*Jim Lavery*  
Chairman .



# 1998s Champions 2011.

## Park clinch first league title

Dalmuir Park FC last week celebrated league title success at the first time of asking with their 1998 squad, who compete in the Dunbartonshire Football Development League under 13's Division. The Club based in Dalmuir was established in 2009.

Dumbarton North and Westerton United ran Park close with the title race going right to the wire. However a 2-2 draw on the final day against Westerton clinched them the title.

# Dalmuir Park Sports Club in Ian Cullen Tournament

Dalmuir Park United 2002s and 1998s recently took part in the Ian Cullen Memorial Tournament organised by Clydebank Boys Club.

The 2002s tournament took place on 9th April at the Donald Dewar Centre in Drumchapel, all of the kids involved had a great time and they were all presented with a medal at the end.



*Dalmuir Park United 2002s*

Dalmuir Park United 1998s tournament was also held at the Donald Dewar Centre Drumchapel on 7th May.

The 1998s won all of their games and went on to win the tournament and lift the cup and the shield.

The kids in both age groups played very well and did themselves and their club proud.

Dalmuir Park Sports Club would like to thank Clydebank Boys Club for inviting us along to this very well organised tournament. We would also like to thank our sponsors for their continued support.



*Dalmuir Park United 1998's*



The DPHA Spring soccer Sixes were again very much well attended by around a dozen local schools in the Clydebank area.

The qualifying matches took place on Friday 3rd June and Wednesday 8th June. The final was scheduled to be played out on Friday 10th June between the teams winning each section. The runners up and teams earned their place through the fair play slot.



Due to our recent refurbishment and financial year end at the Association this tournament was rescheduled from March. The Association was eager to ensure that the event was played prior to the end of school term giving the current Primary 7 pupils one final chance to lift the coveted trophy.

At the point of this Magazine going to press the outcome of the sixes was not known.....so keep a look out in the Autumn Magazine for the big stories and pictures. You'll hear it and see it here first!!



# DPHA Maintenance Update

## Gas Servicing

In last years winter edition of the magazine we tried to explain the importance of carrying out the annual gas safety checks on all gas fired equipment in your home. Unfortunately we are continuing to experience difficulty in gaining access to carry out this essential work in some cases so we have decided to remind people why we do this and hopefully increase the number of first accesses.



Every 12 months the Association is legally required to carry out gas safety checks to gas fired appliances in all of the properties it owns. We are also required to report on our performance to the Scottish government.

As a responsible landlord and in order to comply with the legislation we have a contract with a qualified, Gas Safe Registered contractor. We also have a number of policies and management systems in place to make sure we meet our obligations.

We will write to you to arrange access to carry out the service. If you do not make contact we will continue to try to contact you either in writing or by phone. If after a number of attempts we cannot arrange a suitable date we will reluctantly arrange to force access to carry out the service.

We do not want to have to do this. The law was created to improve safety, it is for your benefit. Please try to assist us in providing this service.

## Garden Competition

We will be running the Dalmuir Park garden competition again this year.

We actively encourage all residents who have a garden or back court to enhance their local environment.

We will be judging all of the entries later in the year, once the plants are in full bloom. We hope you will join in and enhance your environment and enjoy the fresh air.



## Stock Condition Survey

We have recently decided to get a survey of our houses carried out. This will allow us to gather important information about the condition of the houses. It will also help us to identify what will be required in the future and allow us to produce the investment plans and budgets.

We have recently appointed The Planned Maintenance Consultancy (TPMC) to carry out the survey on our behalf.

In the coming months we intend to survey 20% of the houses and the surrounding areas and from this we will be able to gather the information we need. In time we plan to survey all of our properties.

We will identify the houses that will be surveyed and if you are chosen we will write to you introducing TPMC. They will then make contact with you to arrange access to carry out the survey.

If you have any questions about this please contact us at the office.

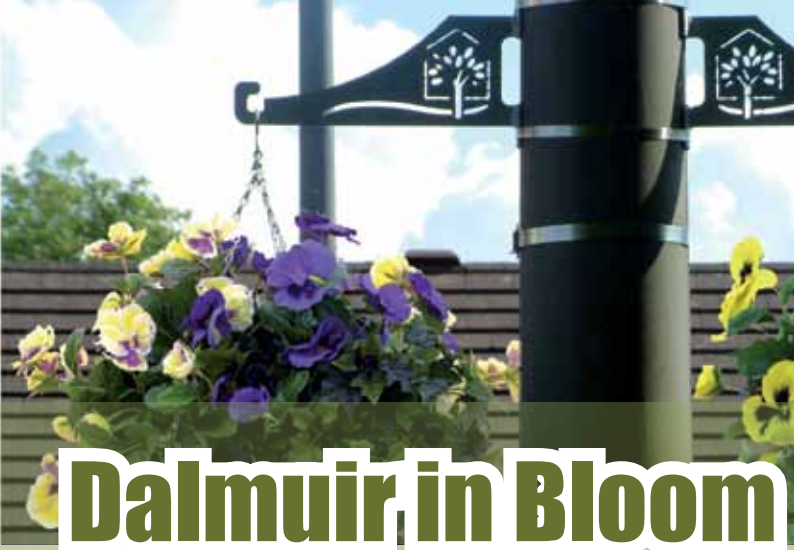
## Digital Switchover



In the last couple of issues of the magazines we have featured articles about Digital Switchover. We hope these articles helped you prepare for the changeover from analogue to digital TV.

The changeover dates for this area were from 8 to 22 June so by the time you read this magazine the deadlines will have passed and you should now be benefiting from the new service.

**If you are experiencing difficulty you can contact the Digital UK helpline on 0845 50 50 50.**



## Dalmuir in Bloom

We hope you will have noticed that we have recently started to put up this years hanging baskets. We receive many positive comments about the difference the baskets make and we all appreciate the colourful displays.

We hope to continue this as a regular contribution and we feel it is a reflection of the association's continuing efforts to brighten up the whole area.

## Property Investment Plans 2011/12

The Association continues to invest significant sums of money in its properties to make sure it is well maintained and that it meets the Scottish Housing Quality Standard.

We recognise that properly planned investment helps improve the area and the general living conditions and we are committed to improving our properties.

In addition to the normal response and repairs we will be carrying out the following works:

- Gas safety checks,
- Environmental improvements
- Window replacements
- Gas central heating replacements
- Stock Condition Survey.

If you are involved you will be notified of the location and the timing of these works as soon as the details have been finalised.

# Social Care and Social Work in Scotland (SCSWIS) Inspection Report

The Association is happy to report that SCSWIS (formerly the Care Commission) carried out an unannounced high intensity inspection on our Sheltered Housing / Lynx Care Service which was completed on 28th April 2011.

The following table provides the areas inspected by SCSWIS and their grading of the service:

Area Inspected	Grade	
<b>1. Quality of Care and Support:</b>		
(i) We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.	5	Very Good
(ii) We respond to service users' care and support needs using person centred values.	4	Good
<b>2. Quality of Staffing:</b>		
(i) We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.	5	Very Good
(ii) We ensure that everyone working in the service has an ethos of respect towards service users and each other.	4	Good
<b>3. Quality of Management and Leadership:</b>		
(i) We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.	5	Very Good
(ii) We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.	4	Good

The overall grade awarded to the Association was 4 (Good) as you cannot be awarded more than the lowest grade. However this is an improvement on our previous inspection when our grade was 3 (Adequate).

# Waiting List

## Who can apply?

Anyone aged 16 or over can apply for a house. You can collect a housing application form from our office, download an application form from our website or telephone or write into our office and one will be sent to your home. You can also e-mail us to request a form. If you require help to complete an application form staff are available to help.

This also applies to our existing tenants who wish to apply for an Internal Transfer.

## How does the Association let its properties?

The Association has agreed arrangements. We accept Homeless referrals from the local Council. We have a statutory obligation to accept and re-house these referrals above all other allocations. These are known as Section 5 referrals. This would of course be dependent on houses being available at the time of referral. We have 4 main categories. These are:

1. Nominations 45%. This agreement includes any Section 5 referrals received.
2. Housing List 45%
3. Internal Transfers 10%
4. Referrals and Mutual Exchanges. Ad hoc

When you apply for a house, your application will be accepted and added to a list dependent on what size of house you are eligible for. Acceptance onto the list does not guarantee that you will be housed by our Association.

Indeed, we are now required by law to accept all applications regardless of points.

This means that an applicant with high points may be offered accommodation at some point whereas an applicant with no points may unfortunately have little or no chance of being offered accommodation with the Association in the foreseeable future. You will be informed of your chances of being re-housed when your application is accepted onto our list.

Allocations are made to the applicant with the highest number of points who will be in the most Housing need. More information is contained within our leaflet "A guide to our Allocations Policy." A copy of this leaflet is available at our offices and on our website [www.dpha.org.uk](http://www.dpha.org.uk)

## Dealing with your application

Once we have received your application, it will be acknowledged within 3 days and you will receive a further letter within 14 days accepting you onto our Housing list with a breakdown of the points which you have been awarded accompanied by a leaflet with some indication of what your prospects are of being housed. This will give you the opportunity to contact us if you feel there are any discrepancies or you wish further information.

All the information you provide on your application will be checked during a house visit. This will be prior to any actual allocation.

## Medical Points

If you have indicated that you or a member of your family suffers from a medical condition which is worsened by your current housing circumstances, you may be eligible for medical points. The self certification form is included within our application pack and any points awarded included in your points total.

## Equal Opportunities

Dalmuir Park Housing Association wishes to guarantee equal opportunities for all applicants. We therefore ask applicants to indicate their ethnic origin by completing a short questionnaire with the housing application. This enables the Association to ensure no discrimination occurs.

## Finally

If you wish to discuss how we calculated your points please do not hesitate to contact the Housing Department of the Association on 0141 952 2447.

If you do not agree with the level of points you have been awarded, you can appeal by submitting details of your complaint in writing to John Mallon, Housing Manager at the Association's offices.

**For independent advice on your application for housing or your housing rights in general, you can either contact West Dunbartonshire Citizens Advice Bureau on 01389 765345, or Shelter Scotland who provide a Free Housing Advice Line on 0808 800 4444.**

# Changes to Your Right to Buy From 1st March 2011 No RTB for New Tenants

From 1st March 2011, tenants new to the social rented sector will not have the right to buy their home. This follows legislation passed by the Scottish Parliament, the Housing (Scotland) Act 2010.

## What If I Move House?

If you move, we need to tell you at the time what your rights will be in your new home, but for most tenants, moving to a new home will lead to a change in their rights. For tenants moving within the sector from 1st March 2011, the position is complicated. Most tenants will have the Modernised Right to Buy in their new tenancy no matter what terms they had with the Right to Buy previously. This is the case if they move from one DPHA property to another or if they were in a tenancy with another social landlord.

You can exercise the Modernised Right to Buy from 5 years from the start of your tenancy (the qualifying period). You will be able to accrue discount entitlement from the end of the qualifying period. Discounts start at 20% rising by 1% a year to a maximum of 35% or £15,000 (whichever is the lower). You may also be entitled to accrue discount from previous tenancies.

Tenants who move into new supply housing after 1st March 2011 will not have the right to buy that house. They will go back to having the Modernised Right to Buy if they move to another property in the future which is not new supply. New supply housing is that built after 25th June 2008.

## What If I Don't Move?

If you stay in your current home, you will keep your existing Right to Buy. Most current tenants have the Modernised Right to Buy which is suspended until September 2012. This means in practice, the right cannot be exercised until the suspension is lifted. It isn't yet known whether the suspension will continue for a longer time.

Some tenants currently have the Preserved Right to Buy. This is where the tenancy started before January 1989. These tenants will keep the Right to Buy only if they do not move. There are some exceptions for example if they are forced to move because of their property being demolished.

## Further restrictions on the Right to Buy

For 10 years after costs have been incurred to build, refurbish or purchase your property;

- The association is entitled to offset any discount against these costs, thereby potentially reducing your discount.
- The Association is entitled to refuse your application if you are in arrears of Council Tax or rent.

The rights you have or will have in the future may change. This could be as a result of:

- Further legislation changing your rights
- The current suspension on the modernised RTB may be extended
- The local authority could apply for pressured area status to stop new lets having the RTB to keep more houses available to people who want to rent.

## How Do I Find Out More?

The position is complicated and depends on your personal circumstances, when your tenancy started, and what house you are in. If you want to know about your Right to Buy, speak to your housing officer who can look at your tenancy and tell you how you stand. If necessary we will take legal advice to make sure you get the right information.

### PLEASE NOTE

### WE NOW ACCEPT

### DEBIT AND CREDIT CARD PAYMENTS



### PLEASE CALL OUR OFFICES NOW ON

**0141 952 2447**

The SFHA Diamond Insurance Scheme offers a total insurance solution to Housing Associations in Scotland, made available through a single source. The scheme is designed to provide individuals with:

- Cost-effective insurance
- Wide policy cover
- Dedicated staff dealing only with RSLs

**SFHA Diamond Home Contents Insurance**

The SFHA Diamond Home Contents Insurance Scheme offers an easy and affordable way of insuring household goods to all tenants and owner occupiers. It offers:

- No excess
- New for old
- Affordable premiums
- Lower minimum sums insured
- Flexibility payment methods
- All postcodes included

For further information please pick up an information pack at the association's offices.

# Useful Contact Numbers

**Dalmuir Park Housing Association**  
**0141 952 2447**

**West Dunbartonshire Council**  
**01389 737000**

**Police/Fire/Ambulance Emergency**  
**999**

**Police Enquiries**  
**532 3300**

**Crime Prevention**  
**532 3338**

**Community Safety**  
**532 3310**

**Victim Support**  
**952 2095**

**Citizen's Advice**  
**951 8666**

**Employment Service**  
**800 2700**

**Housing Benefits**  
**01389 738555**

**Council Tax**  
**01389 737444**

**Anti Social Behaviour Helpline**  
(Mon-Fri 9am-11pm Sat-Sun 3pm-11pm)  
**01389 772048**

**Refuse Collection Bulk Uplifts**  
**01389 737829**

**Independent Resource Centre**  
**951 4040**

**Dalmuir Library**  
**952 3532**

**Dalmuir CE Centre**  
**941 1903**

**Clydebank Health Centre**  
**0141 531 6400**

**Western Infirmary**  
**211 2000**

**Vale of Leven General**  
**01389 754121**

**Social Work -**  
**01389 737758** (out of hrs) **0800 811 505**

**Out of Hours Emergency Repair**  
**0845 9303031**



# £1 Association Membership Application Form

Would you like to become a member of Dalmuir Park Housing Association?

If so, please complete this application form and return it with your subscription of £1.

Your application will then be considered at the next management committee meeting and if accepted you will be issued with a share certificate.

Your £1 payment is treated as share capital and the certificate is recognition of your rights as a member to take part in all the general meetings of the association.

The issue of the share certificate makes you a lifelong member but does not commit you in any way to personal liability. If you want to find out more about the way the association is run you can request a copy of the Rule Book.



## Application Form

To: The Secretary, Dalmuir Park Housing Association  
631 Dumbarton Road, Dalmuir, Clydebank G81 4EU

I'd like to apply for membership of Dalmuir Park Housing Association Limited and enclose £1.00 for one share.

Full name.....

Address.....

.....

.....

Signed.....

Date.....

