



Trafalgar TIMES

THE
NEWSLETTER
OF TRAFALGAR
HOUSING
ASSOCIATION

Spring 2023

Office Closure Dates

Please note the office closure dates below for the Spring period.

Friday 7th April 2023 (Good Friday)

Monday 10th April 2023 (Easter Monday)

Monday 1st May 2023 (May Day)

Monday 8th May 2023 (King Charles Coronation)

Friday 26th May 2023 (Spring Holiday)

Monday 29th May 2023 (Spring Holiday)

Should you have an **EMERGENCY REPAIR** during these times please contact Bield on 0800 783 7937.

Trafalgar Housing Association

430a Dumbarton Road, Dalmuir, Clydebank G81 4DX

Tel: 0141 952 4676 Web: www.trafalgarha.co.uk

Katy Turnbull

We are all deeply saddened to hear of the sudden passing of our colleague and friend Katy Turnbull on 13th March 2023.

Katy started working with Trafalgar in 1990 and was the longest serving member of staff when she retired from the association in February 2021 after 31 years.

Many of you will know Katy throughout the years from working on the front desk of the office, always with a friendly welcome and smile whether you were visiting in person or speaking to her on the phone. Katy was well loved by committee, staff, contractors and tenants of the Trafalgar family, and played such a huge part in the success of the association.

We all have many happy memories of Katy whether she was organising a staff birthday, putting up the Christmas tree with Christmas music in the background or calling the bingo at the AGM.

Katy Turnbull, you are dearly missed by all.



Research Resource

Our in-depth satisfaction surveys will be carried out by a company called Research Resource. The surveys will take place from the week ending 14th April 2023 through to week ending 5th May 2023. Surveys will be carried out largely on a face to face basis; however there is the potential for telephone if required. All representatives carrying out the surveys will be wearing a Research Resource photographic ID badge.

If you are selected at random we would really appreciate it if you could take the time to answer these questions and give your honest feedback. All households who participate in the survey will be entered into a prize draw – prize to be announced later.

We can only react to any issues if you tell us about them.

Old Kilpatrick Food Parcels

Old Kilpatrick Food Parcels (OKFP) is changing the services they offer from April 2023 due to them being unable to sustain the high levels of demand.

From 1st April 2023 they will no longer be providing an extensive range of food items from the free pantry and the service will look as follows:

5 item breakfast packs – you can choose from bread, cereal, breakfast bars, milk, juice, beans, jams or spreads. These packs should provide a family with 3-5 days of breakfast. **NO CHARGE**

Lunch in the Chatty Café – a free hot 2 course lunch will be offered to anyone sitting in our café. **NO CHARGE**

Dinner – a choice of one free takeaway homemade meal will be available to everyone attending in person. **NO CHARGE**



OKFP hope to encourage people to come and socialise in the Hub while enjoying a free lunch in the chatty café.

Miscellaneous food items will be available to anyone not wanting to take the 5 item breakfast pack. Toiletries, baby items and pet food will continue to be offered depending on stock levels and the free surplus food waste items will be readily available daily in addition to everything else. **NO CHARGE**

LOCAL WALKS IN CLYDEBANK AND WEST DUNBARTONSHIRE



With spring here and summer on the horizon, now is a great time to get outside and discover the local walks available on your doorstep. Walking is a great way to clear your head and help improve your mental health.

Some walks may only take 20 minutes, but there are some that can take a few hours; but West Dunbartonshire is full of beautiful walks that can suit all types of walkers.

- ◆ **Auchnacraig Woodland Park** in Faifley is a well-established semi-natural woodland with footpaths. It also provides a good access point for the Core Path Network in the Kilpatrick Hills.
- ◆ **Cochno Hill and Jaw Reservoir** is a hilly walk from the top of Cochno Road near Faifley up to the Jaw Reservoir. This can be done as a loop by heading round to the Green Reservoir and then back round to the path to go back to Cochno Road.
- ◆ **Beardmore Way** to River Clyde on the old railway track. Numerous amounts of wildlife can be seen here and an abundance of wildflowers during spring and summer.
- ◆ **Dalmuir Drop Lock** along the canal is a lovely walk away from the traffic of Dumbarton Road along the cycle path. Along this wheelchair friendly path swans can often be spotted, and in the spring and summer a pair of swans often breed here. This walk can be as long as you like by heading to Old Kilpatrick, Bowling or Dumbarton, but can also be a shorter loop by crossing the bridge in Durban Avenue and heading back along Dumbarton Road.
- ◆ **Dalmuir Park** is a lovely loop walk right in the centre of Dalmuir. Various bird species can often be found here and squirrels and ducks are plentiful.
- ◆ **Lusset Glen** in Old Kilpatrick is a lovely wheelchair friendly walk along Dalnotter Burn. Oak trees, Sycamore and beech trees provide a tree canopy in the summer months and other wild flowers can be found growing.
- ◆ **The Kilpatrick Braes** just off the A82 offer spectacular views over Glasgow and the River Clyde, and onto Loch Lomond and the Trossachs. In the spring lambs can be found in the fields and Highland cows all year round. This walk can take you right up to Loch Humphrey and further round to the Jaw Reservoir heading towards Faifley if you wish to go that far.
- ◆ **The Saltings** in Old Kilpatrick is a local nature reserve made up of regenerated woodland and meadow. This is made up of a well-constructed path network near the River Clyde that is wheelchair friendly and can link up to the cycle path along the canal. Wildflowers and butterflies can be found in abundance here.

If you want to include children in these walks and make them more fun then why not go to WDC Outdoor Adventures to get ideas of how to turn your walk into a mini adventure! Here you will get tips on mini gorge walking in burns, making dens and tree and leaf identification.

<https://sites.google.com/ourcloud.buzz/outdoor-adventures/home>



Enter our 2023 Garden Competition

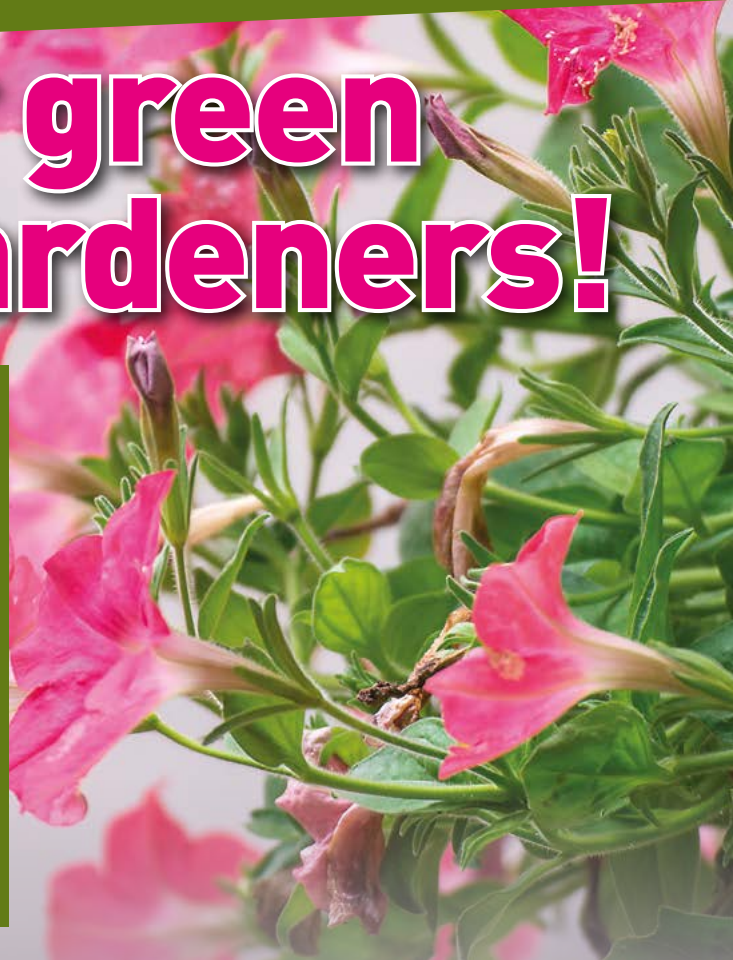
Calling our green fingered gardeners!

As Spring is in the air we are pleased to announce that our annual Garden Competition will take place again this year. This year's gardening competition will be judged by Stephen MacDonald, our clerk of works in July/August time. This will give you plenty of time to get those plants in full bloom!

All garden areas of all shapes and sizes will be considered - we love to see our tenants take pride in their garden areas!

All entries will be judged in July/August 2023. The winner and our runners up will be announced at our next AGM and will receive a prize. Photos from the winning gardens will be printed in the Autumn edition of our newsletter.

Happy Gardening!



VANDALISM TO CLOSE DOORS

There has been a recent increase in vandalism to the front and rear close door locks in 426-434 Dumbarton Road and no 18 Trafalgar Street. This has resulted in repeated visits from our contractors in a matter of days to repair/replace locks or door entry parts which costs the Association a substantial amount of money - these are repairs that are paid for by your rent money.

When inspected by staff and contractors we have found that the close doors are constantly left open, the locks are jammed with foreign objects and the locks/mechanisms are damaged due to being kicked in/forced open.

We have focused our CCTV cameras onto these particular properties; these cameras are monitored by staff and will help us to identify those responsible for causing this damage and we will not hesitate to contact the police and take action against anyone caught on camera. The only reason that anyone should be in any of our common closes is if they are residents in that building or if they are visiting

someone. If any of our tenants or members of their households are seen on the cameras forcing the doors or using the closes at 426-434 Dumbarton Road as a thoroughfare/shortcut from Trafalgar Street to Dumbarton Road, they will be recharged for any damage caused to the locks and the doors.





GARDENING FOR BEGINNERS

Now that Spring has Sprung why not put those green fingers to use in the garden. Gardening is fun and rewarding, but it can be hard to know when and how to start a garden. Have a look at our top 10 gardening for beginner tips.

1 – GET TO KNOW YOUR GARDEN

Before you start, it's a good idea to get to know your garden. Check the aspect – is it south-facing or north-facing? Knowing where the sun hits the ground will help you decide what to grow where.

2 – PLAN YOUR GARDEN

Sitting down and planning your garden is a great starting point. This way you can work out what to grow where.

3 – LEARN HOW TO PLANT

Planting your plants properly will ensure they grow well and live for a long time. Make sure you take time to weed and prepare the soil before planting, and add mulch or fertiliser where necessary.

4 – FEED AND WATER PLANTS REGULARLY

Knowing when and how to water plants is the difference between them living and dying. As a general rule, water the root ball rather than the leaves, as it's the roots that absorb the water. Soaking the rootball every week is better than watering a little bit every day. Feeding is also important - generally you should be looking at feeding every fortnight during growing season (that's spring and summer).

5 – START SMALL

When starting it can be tempting to take it all on in one go. It is much better to do a little bit at a time.

6 – KEEP AN EYE ON PESTS

Most garden pests don't do much harm to plants and can be left alone - there are plenty of natural predators that will keep them in check. However, sometimes pest

populations can become an infestation, and you need to act. Keeping an eye out for increasing numbers of pests like aphids, slugs and snails, will help keep your plants safe, and save you a lot of heartache.

7 – MAKE USE OF COMPOST

Composting kitchen and garden waste is good for the environment, wildlife, your purse and also your garden. Let the waste break down for a year and then use it as a mulch around the base of plants in your garden and veg patch.

8 – DON'T BE AFRAID TO PRUNE

Pruning plants can seem like a daunting job, but if you learn how to do the job properly, you'll be rewarded with plants that look good, grow well, and they're likely to flower and fruit better, too.

9 – BE KIND TO WILDLIFE

Many of those new to gardening see wildlife as the enemy - insects and their larvae defoliate plants, birds eat our fruit and mice nibble our pea and bean seeds. But wildlife can be useful in the garden, too. Birds eat a variety of garden pests, including slugs and snails, aphids and caterpillars. Bees pollinate our food crops. A garden wouldn't be half as enjoyable without its wildlife - from frogs and toads, to hedgehogs, bees, butterflies and birds. Creating habitats for them and learning to share your garden with them, is the key to enjoying your space.

10 – ENJOY YOUR GARDEN

Don't forget to enjoy your garden. Make sure you take time to sit back and enjoy the fruits of your labour. Create a space where you can sit, read and relax.



DAMP, CONDENSATION AND MOULD IN YOUR HOME

The last few months has seen an increase in reports of damp, condensation and mould issues and we would like to ensure our tenants that we will react to any reports straight away and take whatever action we can to help resolve the situation.

Condensation occurs when warm moist air hits cold surfaces. There is always some moisture in the air, even if you can't see it and it can be caused by everyday activities such as breathing, cooking, washing, drying clothes indoors, topping up fish tanks, using portable gas and paraffin heaters as they all add to the moisture that's already in the air. It is most commonly visible on windows on a cold morning during the months of October-April and the three main causes are too much moisture in the home; inadequate ventilation and inadequate heating.

If you report an issue to the Association we will check that there are no underlying problems such as any internal or external leaks. However, if the problem is condensation then there are measures that you can take to help prevent it and to reduce the moisture production in your home:

- Open windows/window vents to allow moisture to escape
- Cover pots and pans when cooking and use extractor fans
- Avoid drying clothes inside or if not possible, dry on a clothes horse in the bathroom with the door closed and the window open/fan on
- Ensure that tumble dryers are vented to the outside
- When running a bath put some cold water in first to reduce the steam
- Do not run the shower for longer than necessary to minimise the amount of water vapour that gets into the air
- Do not dry clothes/towels/bedding on radiators or over doors
- Close kitchen and bathroom doors to prevent water vapour spreading to other parts of the property
- Do not use portable heaters such as gas or paraffin as they produce a gallon of water for each gallon of fuel used

Increase Ventillation

Increase ventillation i.e. allowing the air to circulate around your home will help prevent moisture laden air from being trapped in your home and condensing on the windows, walls and ceilings which then ultimately manifests as black spores. Actions to increase ventilation include:

- Opening a window after bathing, showering or cooking

- If you have trickle vents fitted on your windows, keep them open as much as possible, especially in inhabited rooms – these don't lose any heat from the rooms they simply allow air in
- Do not put furniture tight up against the wall, move it away slightly to allow the air to circulate
- Use extractor fans and cooking hoods
- Wipe down windows or surfaces affected by condensation every morning
- Leave cupboard and wardrobe doors open every so often so that the air can circulate
- Where possible try to position wardrobes, chairs and large items of furniture against internal walls and not external walls

Keep the Property Warm

The best way to heat the home is through constant background heating as opposed to turning the heating on and off because warmer air is able to hold more moisture. As the temperature of the walls increases, the possibility of condensation forming on them is reduced.

Mould

The Problem

Every dwelling irrespective of its construction type contains within its fabric mould spores which are dormant and completely harmless. However, given the right conditions these spores will grow and show as black mould.

It needs very little 'nutrient' to feed off to grow and will grow on walls and ceilings and can be found on and beside windows, in the corners and edges of rooms and behind and inside wardrobes and cupboards especially if they are tight up against an external wall.

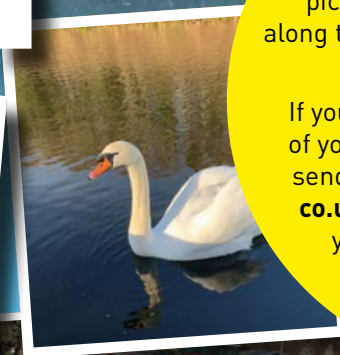
Mould can even grow on clothing, handbags, shoes etc if they are hung up in wardrobes when still damp, wet or stored so tightly that air can't circulate.

Bleach should not be used to clean walls or ceilings, this may be hazardous, will only have a temporary effect and could also encourage mould growth in the future. The Association will instruct our contractor to treat any areas where mould is evident with the correct treatment which is safe and recommended by Mould Growth Consultants, a specialist in this field.

Wildlife Corner

Thank you to our tenants and staff who have sent in some pictures of local wildlife spotted along the canal in Dalmuir and into Old Kilpatrick.

If you have any interesting pictures of your pets or local wildlife please send them to admin@trafalgarha.co.uk so we can share them with your neighbours in the next newsletter.



Looking after your Community

DOG FOULING

Dog fouling has been a growing problem for the Association over recent years and we know that there are many dog owners who look after their local area by cleaning up after their dogs. However there are a minority of dog owners who continue to allow their dogs to foul in backcourts and local areas and do not clean up afterwards.

If your dog fouls anywhere it is your duty to clean it up immediately. Dog fouling is not only unhygienic and unsightly, but it can also make local spaces of land unsafe for young children to play.

The Association is continuing to tackle this issue of tenants and residents who do not clean up after their

pets and staff will be carrying out regular inspections. The area is also covered by CCTV which is regularly monitored.

Our aim is to make your community a cleaner, safer and more attractive place to live.

Together we can make a difference to your local community!

Please remember you can get free dog waste bags from our office.

Please remember that grassy areas with dog poo will not be cut by the grounds maintenance team!



Join our Management Committee

We are actively looking for local residents from Trafalgar Street/Dumbarton Road area and the Terraces/Radnor Park area to join our Management Committee.

You will join a fantastic group of members, take part in making important decisions for the Association and play your part to make a positive impact for your community

This is a voluntary unpaid role. New members will be provided with necessary equipment and comprehensive training. Meetings take place in the evening once every 4 weeks and are currently conducted remotely using Microsoft Teams.

How do I join?

If you wish to join the Management Committee you must firstly become a General Member of the Association (see page 9). If you apply you could be invited on to fill any 'casual vacancies' that exist. However, you would then need to be formally elected at the next AGM (Annual General Meeting) which takes place every September.

If you are interested in this opportunity please visit our website at www.trafalgarha.co.uk and download an application form and recruitment pack from the 'Get Involved' section of our website.

Have you thought about becoming a housing association committee member?

It's a great way to volunteer in your community and help change it for the better.

Local housing associations provide affordable rented housing for a wide range of people who need it. They provide quick, efficient repairs and other services, and some are also involved in building new homes.

Community based housing associations often provide all kinds of other services to support local people – such as benefits and fuel advice, help with getting into

employment, and places for people to hold meetings and community activities.

Housing association staff members are paid professionals, but associations are run by voluntary committee members, and usually the majority live in the local area.

Here are some of the benefits of serving on the committee...

Benefits for you

- Gain confidence, build a sense of achievement, improve your self-esteem and have a new sense of purpose.
- Develop your understanding, skills and knowledge, add to your CV, and potentially open new career paths.
- Be involved in a stimulating and mutually supportive environment where your views are heard.
- Meet new people, develop friendships, and socialise with others with a shared commitment.
- Attend social & networking events, as well as training courses, to build up your skills.
- Open up opportunities to apply to serve on important national/regional bodies in the housing sector.
- Become a part of one of the most important and effective movements for physical and social improvement that has happened in Scotland over the last 40 years.
- Get personal satisfaction from giving something back to the local community whilst making a real difference.
- Broaden your horizons and have fun along the way!

Benefits for the association and the wider community

- You'll help to raise awareness of the Association's work both within the local community and beyond.
- The time and energy you commit to the Association will directly contribute to its work in improving the quality of life for tenants and the wider community.
- You can help to ensure good quality housing and services.
- As a voluntary committee member you'll join hundreds of local people and other volunteers who play such a crucial role in taking forward the work of community controlled housing associations in Scotland.



Glasgow and West of Scotland
Forum of Housing Associations



supporting
social
employers

BECOME A GENERAL MEMBER OF TRAFALGAR FOR JUST £1



Anyone can become a General Member of the Association as long as you are aged 16 or over and meet the requirements set out in our rules which are available to view online at: www.trafalgarha.co.uk/becoming-a-general-member.

Membership costs just £1 and you will remain a member for as long as you reside within the area.

By becoming a member of the Association you are eligible to vote at the AGM, which takes place every September. This will allow you to influence how the Association operates.

To become a member of Trafalgar Housing Association please fill out the information below, cut out this application form and return it to our office.

I would like to apply for membership of Trafalgar Housing Association and I have enclosed £1.00 for one share.

Name: _____

Address: _____

Telephone: _____

Email: _____

I would like to hear more information about joining the Management Committee YES / NO

Join Our Residents Panel

We are seeking help from the residents of Trafalgar Housing Association (tenants and owners) to get involved and join our Residents Panel to help improve the standard of our service.

The Residents Panel discusses and gives their views on different aspects of the Association's services and performance and advises where improvements could be made and is also consulted on policies that affect residents and other service users.

Our residents are at the heart of the Association and we love to hear your opinions on the work that we do. As residents you experience our services first hand therefore there is no one better to provide us with feedback.

If you would like to get involved, please contact us on 0141 952 4676 or email admin@trafalgarha.co.uk



Your Rent is Changing!

Rent Increase and Service Charge Review

We recently completed our consultation process about our proposed rent increase and review of our service charges for 2023/24. We consulted with our tenants and received 3 responses in relation to this.

We understand the importance of ensuring that our rents are affordable for our tenants whilst also continuing to provide you with high quality and essential services.

A rent increase of 5% has been agreed and will be applied to rents from 28th March 2023. The service charge has increased to £16.88 per month and the estate charge has increased to £11.01 per month. Our rents are currently well below the Scottish average and 7% lower than other local housing associations and 6% lower than WDC rent.

Please remember that if you currently receive Universal Credit you must update your claim through your online portal on or very shortly after the 28 March 2023. It is your responsibility to update your housing costs, and any delays could result in rent arrears.

If you currently receive Housing Benefit we will notify West Dunbartonshire Council Housing Benefit Team of this increase. However, you should also contact them to update your claim to ensure that you are receiving the correct level of housing benefit. Their telephone number is 01389 738555.

Finally, if you pay by Direct Debit we

will advise your bank of the revised amount. If you pay by Standing Order you should contact your bank to amend the payment details.

If you are struggling to pay your rent we are here to help. Please get in contact with us by calling the office on 0141 952 4676 to arrange a chat with the Housing Management Team.



Good Neighbour Award

Nominate your Neighbour for an Award

Is your neighbour one in a million? Do they make a difference to your life or the lives of people in your community?

This is a chance for you to say 'thank you' to a neighbour who goes out of their way to help you and others, someone who shows kindness and consideration.

The winner of this award receive **£50 worth of vouchers** and a certificate. We would also like the winner to be featured in an article on the award and why they won it in our next newsletter.

If you would like to nominate your neighbour for this

award please send an email to **admin@trafalgarha.co.uk** or write to our office at:

Trafalgar Housing Association
430a Dumbarton Road, Dalmuir, G81 4DX
Clydebank

In the email or letter please include the name of the person that you would like to nominate, the reason why you think they should win the award and their address.

Unfortunately, we cannot accept nominations from relatives or anyone living in the same property.



Alternatives Support Group for Family & Friends



Every Thursday
Starting 6th April

6.30pm - 8.30pm

Alternatives Clydebank Base
34 Alexander Street
G81 1RZ

Supporting
Families & Friends in
West Dunbartonshire
affected by a significant
others substance use

www.alternativeswd.org

For more information

 0141 951 2420

 info@alternativeswd.org



Scottish Government
Riaghaltas na h-Alba
gov.scot

Committee Meeting Updates

Our last Committee meeting was held on Wednesday 1st March 2023 remotely over Microsoft Teams; however we are now having one meeting a quarter in person at the Golden Jubilee Hotel.

Items of interest discussed at our recent committee meetings:

- Consolidated Action Plan Update
- Management Accounts to 31st December 2022
- Maintenance Quarterly Reports
- Health and Safety Updates
- Tenant Satisfaction Results
- Directors Report

Where can I view the minutes from the Committee meetings?

The minutes from our Management Committee meetings can be viewed on our website at www.trafalgarha.co.uk under the 'Documents' section.



Alternatives
Community-based Recovery

HERE TO SUPPORT YOU

Family Support Service



www.alternativeswd.org

Support Available

Do you live or work in West
Dunbartonshire?

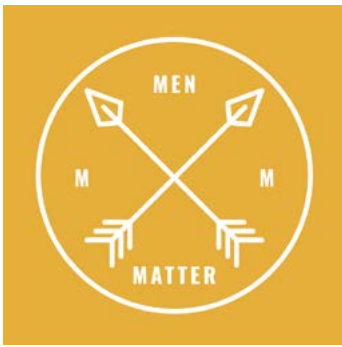
Are you affected by someone's
substance use or have you
experienced loss through this?

Local Peer Support Groups
1-2-1 Support
Selfcare & Wellbeing Activities
Bereavement Counselling
CRAFT Training

For more information

Call 0141 951 2420

Email Glynis@Alternativeswd.org



Men Matter Scotland

Men Matter Scotland is a suicide prevention and mental health charity based in a hub located at 20 Drumchapel Road (side door) G15 6QE. Men Matter Scotland's primary reason for existing is to prevent suicide in men. But beyond that simple fact, there are many additional reasons for existing. We exist to create a safe and supportive environment where men (mostly from the west of Scotland), who are traditionally stoical and tough, can allow this façade to drop which allows them to talk openly, honestly and freely about themselves and what their fears and issues are, without fear of ridicule or judgement.

We get men to share through a range of interventions:

- Creating opportunities that allow men to talk about their mental health and how they are feeling
- A peer-to-peer network created where men, who are shoulder to shoulder can talk, creating links and connections that continue to foster a sense of worth, importance and reason to live.

- Creating opportunities for men to improve their life skills and in-turn their life-chances
- Creating opportunities for men to connect and to feel connected. (MMS may be the only connection some of these men have in their life)
- Creating an environment that promotes possibility and focusses on the ill becoming better and stopping those that are on the brink of becoming ill, getting ill.

Email contact@menmatterscotland.org

Telephone **0141 944 7900**

 **Men Matter Scotland**



The Big Disability Group is now a registered Keep Safe Place.



Keep Safe is a Police Scotland led, award-winning initiative in response to feedback from the disabled community that there were times they did not feel safe when travelling independently.

The initiative is available for anyone to use if they feel lost, scared and vulnerable or simply need some breathing space.

To find out more about the Keep Safe initiative check out <https://iammescotland.co.uk/about-keep-safe>

Autism Support Group

A weekly autism support and discussion group at the Big Disability Hub in Clydebank is now back every Thursday. The peer support group for 16+ will take

place every Thursday from 3pm – 5pm. You can simply pop along on the day or contact them for more information.

Voiceability Advocates

In the Hub Voiceability Advocates are available to help you understand and apply for the new Scottish Social Security benefits and a disability rights lawyer who can help with other benefits, benefit appeals and other issues. Advisors are available to help you find a new hobby, apply for a blue badge or help you find the right support for your situation.

Telephone **0141 237 4560**

Email thebigdisabilitygroup@gmail.com

Winter Hardship Fund

Following an application for funding, Trafalgar were delighted to secure £25,000.00 from the Scottish Government (administered via SFHA) at the end of February. Following a consultation with the Management Committee it was agreed that Trafalgar would top up this

fund to allow each household to receive £100.00. We are delighted to advise that all funds have now been paid to our tenants. Following our good news, the Scottish Housing News produced the below article praising our success.



All Trafalgar Housing Association given cost of living boost

Trafalgar Housing Association has been supporting its tenants through the current difficult financial crisis over the last few months through donations to foodbanks, supporting local welfare benefit agencies and providing support to mitigate the effects of fuel poverty.

The team met with several local and national support organisations to try and maximise the support Trafalgar can offer to its tenants but felt the need to do more.

“We believed that we needed to do something for all of our tenants, both who work and those in receipt of benefits or pensions,” said Secretary Nicola Lyden. “We made our application to the Scottish Government’s Winter Hardship Fund (administered by the SFHA) so we could provide a one-off payment to each and every single tenant of Trafalgar.”

Trafalgar was successful with its application and received the maximum award from the fund. After discussing with its management committee, it was agreed that Trafalgar would top up this fund so it could offer all of its tenants a payment directly into their bank accounts of £100.00.



Housing manager Chris Chalk said: “We chose to use the full award amount to be given to our tenants. Part of the funding can be used to cover admin fees for external organisations to process the whole thing but we quickly had staff giving up their time and services so we could use the full award for our amazing tenants.”

He added: “Since making contact with our tenants we have been overwhelmed with messages of thanks and praise as this financial support will make a massive difference to people’s lives. It has also given us a great opportunity to engage with all of our tenants to make sure they are doing ok and offering support where we can and signposting tenants to various local support agencies to assist them further.

“I personally, am so grateful to the Scottish Government for this funding as it is directly making a positive effect on the lives of all of our tenants and reinforcing that Trafalgar Housing Association is more than a landlord, we are a community-based anchor organisation who makes real positive differences for our tenants and their communities.



(from left) Sara Pattison (corporate services officer), Nicola Lyden (secretary of the management committee and tenant) and Chris Chalk (housing manager)



ALTERATIONS AND IMPROVEMENTS

You should contact the Association before carrying out any alterations or improvements within your property – this is a condition of your tenancy agreement. Examples of improvements are fitting of laminate flooring or tiles; installation of kitchen/bathrooms; erecting garden sheds; replacement of internal pass doors, installation of wall mounted T.V. brackets etc. We will not unreasonably withhold permission but we have to be sure that any alteration does not cause damage to our properties and are carried out to an acceptable standard. Furthermore, any alterations such as new kitchens or bathrooms could be subject

to compensation should you end your tenancy, but if you have failed to get permission for the improvement then this will not apply. If you do end your tenancy with Trafalgar then the property should be returned to its original condition and any damage caused to properties put right before you leave otherwise you will be recharged for the cost of the Association having to do so.



COMPLAINTS (QUARTERLY FIGURES)

This is a summary of our complaints figures from the end of March 2022 until present. We have currently had no Stage 2 complaints.

What is a Stage 1 and Stage 2 complaint?

A **Stage 1 Complaint** is when we will give you our

decision within five working days or less, unless there are exceptional circumstances.

A **Stage 2 Complaint** would be a situation where you remain dissatisfied after stage 1 and/or any complaints that clearly require investigation, and so are handled directly at this stage.

	QUARTER 1		QUARTER 2		QUARTER 3		QUARTER 4		Total
	CATEGORY		CATEGORY		CATEGORY		CATEGORY		
	STAGE 1	STAGE 2	STAGE 1	STAGE 2	STAGE 1	STAGE 2	STAGE 1	STAGE 2	
Received	2	0	1	0	4	0			7
Resolved	2	0	1	0	4	0			7
Unresolved	0	0	0	0	0	0			0
Total number of days to complete	12	0	1	0	4	0			17
Average number of days to complete	6	0	1	0	4	0			2.1

SPSO Complaints Breakdown	Contractor	Staff	Other
Q3	4	0	0
22/23	7	0	0

SPSO Complaints Breakdown	Upheld	Not Upheld
Q3	2	2
22/23	3	4

Trafalgar Housing Association Quarterly Tenant Satisfaction Results

Every quarter the Association carries out tenant satisfaction surveys to obtain your views on the services we provide.

This information is reported back to the Scottish Housing Regulator and it will help us to continuously improve our services and ensure that they are designed and delivered to meet your needs and expectations.

We would like to say thank you to each person who has taken the time to provide us with feedback to help drive improvement on the services that we provide.

What you told us this Quarter



THISTLE TENANTS RISKS HOME CONTENTS INSURANCE

We strongly recommend that you take out home contents insurance to cover your belongings and decoration from damage or loss, as a result of flood, fire or theft. Contents insurance is designed to help protect your possessions. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen so home contents insurance can help provide peace of mind.

Thistle Tenant Risks have policies that can provide you with insurance for the contents of your home including cover for items such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments.

The Thistle Tenant Risks Teams are there to help and understand the

importance of being able to speak to one of their customer service teams and they offer a call back service to make this easier for you.

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

Visit: **www.thistletenants-scotland.co.uk** complete the enquiry form and wait for one of their helpful team to call you back, or

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

Thistle Tenant Risks can also be contacted on 0345 450 7286.

An application pack can also be collected from the office. Please contact Chris or Angela in our Housing Management Team to arrange this.



WE NEED ACCESS!

The Association as a responsible landlord requires access to properties throughout the year for a variety of reasons and we rely on the co-operation of our tenants to work with us and our contractors to provide access. Thank you to those tenants who report repairs and keep to the arrangements they make for contractors to call out to attend to these repairs. Unfortunately we have recently had an increase of 'no accesses' when arrangements have been made to suit tenants and contractors have turned up at the door and got no answer. This is a waste of our tradesmen's valuable time and money and they are quite within their rights to recharge tenants for every time this happens. We would urge all tenants therefore, to ensure that whenever they report a repair and make an arrangement to keep the appointment unless it is unavoidable – if this is the case then please call the office to rearrange to save a wasted visit.

We also need access to carry out Gas Servicing and Periodic Electrical Inspections. Gas Servicing is carried out on an annual basis and electrical inspections are now on a 5 yearly cycle. Both are for the safety of your household and for the surrounding properties. Please therefore respond to requests from our contractors and/or the Association when we contact you asking for access to carry out these checks.

Updating Your Household Details

It is important that we have your most up to date details. This allows us to keep in contact with you.

If you have changed your contact number, or have a new email address please let us know by emailing **admin@trafalgarha.co.uk** or contact the office on **0141 952 4676**.

If your household composition changes please contact us immediately to ensure you do not lose any of your rights to assignation or succession. If you wish someone to move into your property you are required to contact us to seek permission. Should you wish to discuss changes to your household please contact either Chris Chalk or Angela Wood on **0141 952 4676**.



Escape of Water: What should you do?

Escape of water is when water that enters your property by the mains water supply and has at some point on its journey within your house, escaped from the pipe or tank that it was in and caused damage to your property.

Whatever the time of year, you could be at risk of escape of water. This can be caused by, blockages and overflows, faulty heating, burst pipes or even a fault washing machine.

If you have a leak, what should you do?

If you suspect escape of water and it is safe to do so, you should:

- ✓ Turn off the main water supply for your home to prevent further damage.
- ✓ Turn off the power and avoid electrical appliances. Get in touch with an electrician first if you have to stand in water to turn off the mains electricity.
- ✓ Contact your landlord as soon as possible.
- ✓ You should also move any furniture or personal items away from the water to prevent further damage being done.
- ✓ Take some photos of the damage.

The Thistle Home Contents Insurance Scheme, offers cover for damage to your home contents and belongings, caused by escape of water. Such as drenched carpets, or water from a pipe in the ceiling has come through onto your TV.

The cover does not include damage to pipes, drains or tanks as this is the responsibility of your landlord. Damage caused whilst your home is unoccupied for 60 days or more. Or cost to repair the equipment or appliance itself.

It's a good idea to consider what a home contents insurance policy would cover you for in order to help you make an informed decision on whether you need one.

Thistle Home Contents Insurance Scheme was designed for tenants in social housing and cover also includes, fire,

theft, storm and flood damage, and much more. Limits and exclusions apply. A full policy wording is available on request.

To find out more about the Thistle Tenants Home Contents Insurance Scheme, where you can pay premiums by cash fortnightly or monthly using a swipecard, monthly by direct debit or annually. (Fortnightly and monthly premiums include a transaction charge).

Contact us

There are 3 ways to contact Thistle Tenant Risks Insurance.

1. Call Thistle on: **0345 450 7286**
2. Request an application pack from your local housing office
3. Visit www.thistletenants-scotland.co.uk where you can also request someone to call you back!



West Dunbartonshire Home Learning Books

If you are struggling for ideas to keep the children entertained this Easter break why not check out the West Dunbartonshire Home Learning Books for easy and simple ideas and activities you could do with your child over the holidays.

<https://sites.google.com/ourcloud.buzz/public/home-learning-books?authuser=0>

Find us on: **facebook**
www.wdleisure.net

Company No. SC413707 VAT Registration No. GB 129 7502 04 Charity No. SC042999
Delivering services on behalf of West Dunbartonshire Council

SPRING BREAK 2023



Swimming is FREE
for all West Dunbartonshire school pupils
from 11.00am to 3.00pm from Saturday 1st April to Sunday 16th April.

Juvenile Gym Sessions are free from 12noon to 4.00pm
from Saturday 1st April to Sunday 16th April.

Age restrictions apply - A Valid Leisure Card is required.

- Mini Movers** (Meadow Centre & Clydebank)
- Fun Camps** (Meadow Centre & Clydebank)
- Friday Evening Aqua Disco** (Meadow Centre & Clydebank)
- Inflatable Fun Pool Sessions** (Meadow Centre Only)
- Juvenile Gym Sessions**
- Sports Development Camps** (Gymnastics, Minikickers, Multi Sports Camps, Football Camps & Ready, Steady, Kick)
- Bounce Busters** (Meadow Centre & Clydebank)
- Family Swim Deal - £6 & Bargain Baby Bubbles** (Vale Pool Only)

West Dunbartonshire Leisure has a range of camps and programmes packed full of fun for all ages and abilities over the Spring Break.

Free Swimming is also available for all West Dunbartonshire school pupils from 11am to 3pm from Saturday 1st April 2023 to Sunday 16th April 2023. Free juvenile gym sessions for 12-15 year olds are also available from 12noon to 4pm from Saturday 1st April 2023 to Sunday 16th April 2023.

A valid Leisure Card is required to benefit from these special offers.

Their 2023 Spring Break programme also includes a variety of fun activities across the 3 leisure centres from Bounce Busters, Mini Movers, Mini Activators

and Baby Bubbles for under 8's to 4 day fun camps and pool fun sessions for 8-12 year olds.

The Sports Development Team has a range of high quality holiday camps on offer across West Dunbartonshire. These include gymnastics, football, multi-sports and pre-school age camps that all focus on providing a quality coaching experience in a fun, safe and welcoming environment.

To find out more and book any of the activities please visit the below website.

<https://www.west-dunbarton.gov.uk/leisure-parks-events/west-dunbartonshire-leisure/holiday-programmes/spring/>



Open Monday - Friday 10am - 4pm
01389 764135 • FREEPHONE 0800 345 7050

West Dunbartonshire Community Foodshare offer a wide range of services to West Dunbartonshire residents in need.

- **Emergency Food** - emergency food parcels can be delivered to anyone in need across West Dunbartonshire, our food packs include fresh, frozen,

ambient, bakery and toiletries. Deliveries are made the next working day.

- **School Uniform Bank** - new uniforms, school bags, jackets and shoes can be provided to those in need. This is dependent on funding and colour/size availability.
- **School Holiday Brunch Bag** - During school holidays brunch bags containing a breakfast and lunch for each day that the school is off can be provided. These are for children who would normally have access to Breakfast Clubs and school lunches and for families struggling with the additional food costs during holidays. They are able to run this project due to funding from Cash for Kids.
- **Fuel Vouchers** - They have access to Emergency Vouchers, which are for Gas & Electricity Top Up Meters. The vouchers are for anyone who is struggling financially. To apply you must meet our eligibility criteria.

If you need access to any of the services please call the numbers provided

West Dunbartonshire Citizens Advice Bureau



How we can help

If you live in West Dunbartonshire then wherever you are, whatever the problem, we are here to help.

West Dunbartonshire Citizens Advice Bureau provides local residents with free information and advice on a wide range of subjects. Our team of skilled and trained Advisers recognise that one problem is often linked to another so, rather than simply focusing in on one single problem, we will look at the bigger picture. By doing this we will attempt to identify and even prevent other potential problems which can stop them escalating into anything more serious.

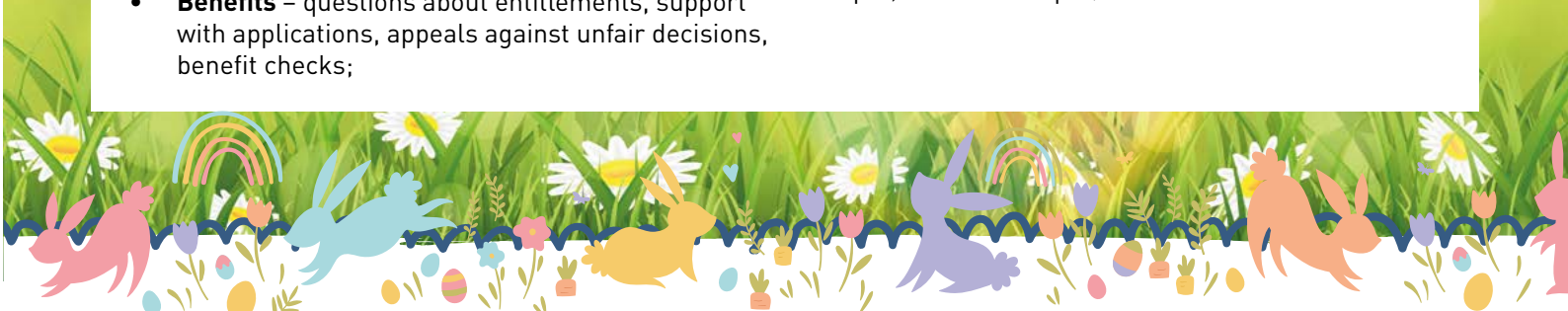
Our volunteers and staff won't tell you what to do – that is your choice – but we will explain your options and possible consequence you can expect if you choose a particular course of action. We want to help you take control of your situation and to get the best outcome for you.

We provide independent advice on a wide range of subjects:

- **Benefits** – questions about entitlements, support with applications, appeals against unfair decisions, benefit checks;

- **Debt advice** – maximise your income, improve your financial situation, negotiating with your creditors;
- **Employment problems** – questions about your terms and conditions of employment, disciplinary and grievance procedures, redundancy, dismissal;
- **Consumer issues** – we can advise and assist on everything from a complaint about a broken kettle to problems with gas and electricity suppliers, mobile phones, fitted kitchens, bathrooms, etc;
- **Family & Relationship problems** – issues relating to splitting up, bereavement, disputes around access and custody issues regarding children;
- **Housing** – problems with public sector and private sector landlords, problems with neighbours, environmental issues, threatened or actual homelessness

To speak with our advisors you can call us on **Freephone 0800 484 0136** (Mon-Thu 8:30am - 4:30pm, Fri 8:30am-3pm)





USEFUL TELEPHONE NUMBERS



TRAFALGAR HOUSING ASSOCIATION 0141 952 4676
EMERGENCY REPAIRS (OUT OF HOURS)
 Bield 0800 783 7937

MENTAL HEALTH SERVICES

Breathing Space 0800 838587
 CARA
 (Challenging & Responding to Abuse) 01389 738595
 Goldenhill Resource Centre 0141 941 4400
 Primary Care Mental Health Team 01389 828203
 Riverview Resource Centre 01389 812070
 Stepping Stones 0141 941 2929
 Samaritans 116 123
 Vale Centre for Health and Care 01389 828200

WEST DUNBARTONSHIRE COUNCIL

Emergency Homelessness 0800 197 1004
 WDC Main Number 01389 737000
 WD Carers Centre 0141 941 1550
 WD Mental Health Forum 01389 742294
 WD Welfare Rights 0800 980 9070

POLICE

Emergency 999
 Non- Emergency 101

OTHER USEFUL NUMBERS

Lomond & Argyll Advocacy Service 01389 726543
 NHS 24 111
 West Dunbartonshire CAB 0800 484 0136
 West Dunbartonshire Advice Service 01389 776929
 West Dunbartonshire CVS 0800 484 0136
 Old Kilpatrick Food Parcels 07368 496836
 West Dunbartonshire Community Foodshare 0800 345 7050
 Crisis Counselling 0141 812 8474
 Dumbarton Council on Alcohol - Clydebank 0141 952 0881
 Alternatives - Clydebank 0141 951 2420
 Women's Self Injury Helpline 0808 800 8088
 Trauma Counselling Line 0808 802 046
 Women's Aid Clydebank 0141 952 8188
 Y Sort It 0141 941 3308

Trafalgar Housing Association, 430a Dumbarton Road, Dalmuir, Clydebank G81 4DX
 Tel: 0141 952 4676
www.trafalgarha.co.uk



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