



Trafalgar TIMES

THE
NEWSLETTER
OF TRAFALGAR
HOUSING
ASSOCIATION

Summer 2022



Welcome to our Summer 2022 Newsletter!

Summer is here! We hope that you are all having a fantastic summer and enjoying the lovely weather. We have some exciting things coming up over the next few months including our Annual General Meeting (AGM) which will be held in September.

We are very keen to attract new members to our Management Committee and Residents Panel and grow engagement with our tenants and residents. Your experience of our services first hand and hearing your feedback can help us to make positive changes for the future. If this is something you think you would be interested in please get in

touch and we can provide you with more information.

At the moment our office remains closed to the public with visits by appointment only. We hope to reopen the office soon however we do not have a definite date for this yet. Please remember although our office is currently closed if you require any additional support, whether this is helping you to fill out an application form or providing you with advice please call our office on 0141 952 4676 and we will be happy to help you.

We would like to thank you again for your ongoing patience and understanding over the past few years.

We would love to hear more from you!

If you would like to get involved and feature in our next newsletter, or if you have any comments or suggestions for content then please get in touch by emailing: admin@trafalgarha.co.uk

If you would like to get in touch with us to discuss any issues or queries that you may have please call us on **0141 952 4676** or you can email us at: admin@trafalgarha.co.uk

Please contact Bield on **0800 783 7937** if you have an emergency repair out with office hours.



Trafalgar Housing Association

430a Dumbarton Road, Dalmuir, Clydebank G81 4DX

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

Annual General Meeting (AGM)

This year's Annual General Meeting will take place on Tuesday 20th September 2022. If you're a Trafalgar Housing Association member, you will receive an invitation in August.

We look forward to welcoming our members and sharing what we have achieved in the last year, our future plans and how your feedback can help us make positive changes. We also have great prizes to give away on the night so please come along!



Committee Meeting Updates

Our last Committee meeting was held on Wednesday 27th July 2022 remotely over Microsoft Teams.

Items of interest discussed at our recent committee meetings:

- Equalities Data Collection
- Data Protection
- Policies
- Health and Safety Updates

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.



FUNDING FOR CYCLE STORAGE FACILITIES APPROVED

A few months ago we received a letter from one of our residents suggesting the installation of bike storage facilities in the area. We know that a large majority of our tenants and residents own a bike and over the years it has become apparent that suitable storage facilities for bikes would benefit the community.

Having somewhere safe, secure and accessible to store a bike means that people don't have to carry bikes up stairs into flats, leave them in communal areas or lock them outside – and it makes it easier to cycle.

We are delighted to let you all know that we have been successful in securing funding to install 3 cycle shelters.

We will be installing the storage facilities on Trafalgar Street and Spencer Street however if the chosen areas turn out to be unsuitable for whatever reason e.g. vandalism we will move them.

We would like to say a big thank you to Cycling Scotland who have helped us secure this funding. We are excited to provide you all with these great facilities.

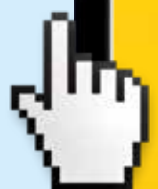
Please Keep us Updated Regarding Changes to your Contact Information

We kindly ask that you let us know if you have changed your telephone number or email address and provide us with your up-to-date contact information. You can do this by sending an email to admin@trafalgarha.co.uk or giving us a call on **0141 952 4676**.

FOLLOW US ON TWITTER



We share regular updates on useful information, local events, news and opportunities. You can read our Twitter feed on the homepage of our website or you can find us by searching for **@trafalgar_ha** on Twitter.



Cost of Living Payment

Who is eligible for the cost of living payment?

According to government guidance, you will receive a payment of £650 paid in two lump sums of £326 and £324 if you receive any of the following:

- Universal Credit
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- Income Support
- Pension Credit
- Child Tax Credit

• Working Tax Credit

To be eligible for the cost of living payment you must have received one of these benefits, or have begun a successful claim, as of Wednesday 25 May.

If you get both child tax credit and working tax credit, you will receive a cost of living payment for child tax credit only.

Likewise, if you get tax credits from HM Revenue & Customs (HMRC) and a low-income benefit from the Department for Work and Pensions (DWP), you will

get a cost of living payment from DWP only.

If you have a joint claim with a partner, the Government says "you will get one payment of £326 and one payment of £324 for your joint claim, if you're entitled".

Do I need to apply for it?

No, those eligible for the payments will receive the two instalments automatically into their bank account.

These payments are not taxable and will not affect the benefits or tax credits you get.

DEFIBRILLATOR TO BE INSTALLED OUTSIDE THE GOLDEN FRIENDSHIPS CLUB

Golden Friendships

In our previous newsletter we told you that the Golden Friendships Club had been successful in raising money to install a defibrillator on their premises.

We are delighted to let you know that the defibrillator will be installed in August.

The defibrillator will be situated on the outside wall of the Golden Friendships Club which means that it will be accessible to the public to use in case of emergencies.

What is a defibrillator and why is it important?

A defibrillator is a device that gives high energy electric shock to the heart of someone who is in cardiac arrest. This high energy shock is called defibrillation, and it's an essential part in trying to save the life of someone who's in cardiac arrest.



Vandalism and Noise

We know that most of our residents take pride in their homes and their community. So it can be extremely frustrating to find vandalism in your neighbourhood.

If there is graffiti, dumped rubbish or fly-tipping in communal areas of our estates, please contact us and report it.

If we know who was responsible, we will charge them for the cost of clearing it. If there are persistent problems on the estates, we may have to increase the service charge to cover the cost of repeated removals and repairs.

If your property is vandalised, or you feel targeted or harassed in any way, please report this to the police. Recently we have had calls from tenants reporting that their front doors have been kicked at night. This is concerning and we advise anyone who experiences this to report it to the police.

Over the summer we have had to repair the damaged wet pour in the play park which has cost the Association £2766. This damage was caused by vandalism and we have chosen to include the price of the repair to give an example of how much this costs the Association. We have also spoken to tenants who are unhappy about the noise in the play park late at night and groups congregating in this area. To ensure that everyone can benefit from the right to enjoy the play park, it is important for everyone to act safely and treat the area and people around you with respect. The last thing that we want to do is to have to close or remove the play park but unfortunately we will need to do this if the vandalism and noise continues.



Adult Disability Payment

What is Adult Disability Payment?

Adult Disability Payment is extra money to help you if you have a long term illness or disability that affects your everyday life. The amount you get depends on how your condition affects you.

Who can apply?

You can apply for Adult Disability Payment if you:

- Have a mental or physical disability
- Are terminally ill
- Have not yet reached State Pension age

It does not matter if you're working or not working, your income and savings are not considered.

How are the Payment Rates Calculated?

Adult Disability Payment is made up of two parts:

- Daily living
- Mobility

You might qualify for one or both parts.

How do I find out more and apply?

- You can find out more and apply online at mygov.scot/benefits
- You can apply over the phone or ask for a paper application form by post by calling Social Security Scotland free on **0800 182 2222**.

Bulk Uplift

We now only offer bulk uplifts on the last Friday of the month. Please do not put your items outside before this date as this creates mess and safety hazards for others. We have included some photos of items that have recently been dumped outside properties. If you have items that you want to dispose of before or after this date, please contact your local authority (West Dunbartonshire Council) to have it collected.

Please note that we do not uplift items such as fridges, freezers and cookers. For these items please contact your local authority and request a specialist bulk uplift. The cost of this uplift will be more than a regular uplift.

To arrange an uplift please call West Dunbartonshire Council's Contact Centre on 01389 738282, Monday - Thursday 9am - 4.30pm and Friday 9am - 3.30pm.



Paying your Rent on Time

We use the rent money we collect to deliver the services we provide - like our repairs service, keeping the area clean and tidy and making planned improvements to properties. It's important to pay your rent on time - every Trafalgar tenant is due to pay rent by 27th of every month.

Paying by Direct Debit is the simplest and most convenient way to pay your rent. Once the Direct Debit is set up, your rent payment will be collected on the same agreed date every month. This will save you time and is an easy way of paying your rent. If you are worried about paying rent please contact us and we will arrange for you to have a chat with our Housing Officer. They can check if you are up to date with your payments and discuss a suitable way for you to make payments.

Money and Debt Advice

As we mentioned in our last newsletter The Independent Resource Centre closed for business on 31st March 2022.

If you require any Welfare and Debt advice please contact Working 4 U (W4U), West Dunbartonshire Council (WDC) or Citizens Advice Bureau (CAB).

We have included the contact numbers for each of these organisations below.

- Working 4 U (W4U) - 0138 973 8296
- West Dunbartonshire Council (WDC) - 0800 980 9070
- Citizens Advice Bureaux (CAB) - 0800 240 4420



Annual Gas Servicing

We have a legal obligation to ensure that all residents are safe by carrying out annual gas servicing. Our contractors are fully equipped with the correct PPE and have been trained on safe working practices, including adhering to social distancing rules during the pandemic. We will contact you to arrange a suitable date for you to allow them access to your property to complete the safety inspection. Ideally, we would ask you to vacate the room the operative is working in and they will then let you know when they have finished.

As you will be aware, it is vital that all gas systems and appliances are checked on an annual basis. This is to ensure the safety of yourself, your family and your neighbours. As your landlord, Trafalgar Housing Association has a legislative duty (under regulation 36 1-12 GSIUR) to ensure that an annual safety inspection is carried out on all gas appliances and flues within their domestic properties. Generally most tenants work well with us to provide access however if you fail to provide access to your home to complete the inspection, we will enforce the conditions of your tenancy agreement in order to meet our legal obligations. **If the forced access goes ahead you will be recharged.**

Please remember if you have a pre-payment electric or gas meter then you will need to have credit on your



meter for the work to be completed. This can be as little as a pound (even if emergency credit). Should you receive a notification that your gas service is due and you have concerns about granting access to your property or anything else regarding your gas service, please do not hesitate to get in touch.

Reminder for tenants:

If the engineers are in the area doing other services they may visit properties that have services due to be completed. If this is not a convenient time for you then you will

be able to reschedule the visit. If you are not home they will leave a call card to let you know that they have visited. If you have had to reschedule the visit or were not home at the time please call the Association on 0141 952 4676 to arrange a more convenient time for the service to be carried out.

Please remember that it is crucial to have your service rearranged and completed within the anniversary date.

Trafalgar's Joiners Help Supply and Install Storage for OKFP's Chatty Cafe

It was recently highlighted that OKFP's Chatty Café were planning to create more storage space and were looking for kitchen parts including base units and worktops.

Trafalgar's joiners have all committed to giving up

their time to help OKFP's Chatty Café by supplying and installing the kitchen parts.

We would like to say a big thank you to ADR, JCM Joiners, Hi Flow and CES Electrical for their help and kindness.

Reduce the Risk of Legionella Bacteria Growth

Legionella is a type of bacteria found naturally in freshwater environments, like lakes and streams. It can become a health concern when it grows and spreads in human made water systems like showerheads, taps, hot water tanks and heaters. People can contract Legionnaires disease, which is a form of pneumonia, when they breathe in small droplets of water in the air that contain the Legionella bacteria. It can make you very ill. Symptoms are similar to the flu and the illness is treated with antibiotics.

Thankfully, catching Legionnaires disease in your home is rare. However, there is a possibility that when certain conditions exist in the home it increases your risk. Water that is between 20 - 45°C (lukewarm to hot) is a suitable breeding ground for bacteria to grow. This can happen in large water tanks in lofts that are not used much, or pipes that go to a tap that is hardly ever turned on.

The likelihood of Legionella being in your home is very low as most households do not store huge amounts of water and water is used regularly so it's not standing still in pipes. It is worth noting that all Trafalgar's properties have mains

fed water i.e. there are no stored water tanks and all heating systems are combi boilers that provide instant hot water. These are too hot for bacteria to survive. However, here are some tips to make sure the water in your home is safe.

Tips to Reduce the Risk of Legionella Bacteria Growth

- If you move into a new home or your home has been lying empty for at least a week, for example, if you've been on holiday, then you should flush out your water.
- If you aren't using showers or taps regularly, make sure you flush them through at least once a week.
- To flush out your water you need to run the water in all showers, baths, wash basins, sinks and taps continuously for at least two minutes, beginning with the sink taps. You must do both hot and cold taps.
- When turning taps on, turn them on slowly so that you don't splash water, as this might release water droplets into the air.
- When flushing showers, remove the shower head and lower the hose into the bath. If you're unable to remove the head, wrap it in a towel or facecloth to make sure there is no spray. Legionella can grow and multiply on grime, scale, algae and rust. Make sure you clean and descale all your taps and showerhead every three months or when there is an obvious build up by using a nylon brush or diluted bleach.

Gutter Cleaning and Roof Anchor Testing

We recently completed the gutter cleaning programme and roof anchor testing for this year. We would like thank you all for your cooperation during this time.



Kitchen Contract

The kitchen contract for Phase 2 of the Terraces will be starting within the next few weeks.



Asbestos Checks in Properties

Recently Asbestos Building Surveys have been carrying out asbestos checks in properties.

There are some properties that we still need to access. Please provide the contractor with the access that they require at this time.

Window Upgrades

The window repairs to phase 3 properties will be continuing for the next few months.

This work will be carried out by Brown and Wallace and PMC Commercial.

Please assist them by providing any access that they require during this time.



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



COMPLAINTS (QUARTERLY FIGURES)

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

What is a Stage 1 and a 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 (28/03/22-27/06/22)		QUARTER 2 (28/6/22-27/09/22)		QUARTER 3 (28/09/22-27/12/22)		QUARTER 4 (28/12/22-27/03/23)		Total
	CATEGORY		CATEGORY		CATEGORY		CATEGORY		
	STAGE 1	STAGE 2	STAGE 1	STAGE 2	STAGE 1	STAGE 2	STAGE 1	STAGE 2	
Received	2	0	0	0	0	0	0	0	2
Resolved	2	0	0	0	0	0	0	0	2
Unresolved	0	0	0	0	0	0	0	0	0
Total number of days to complete	12	0	0	0	0	0	0	0	12
Average number of days to complete	6	0	0	0	0	0	0	0	6

Complaints Breakdown	Contractor	Staff	Tenant	Other
Total Complaints = 2	2	0	0	0

LESSONS LEARNED

We have provided you with some of the lessons learned from complaints over the past few months. We use this information to help us improve our services.

YOU SAID	WE DID
Close isn't being cleaned properly	Site visit carried out by a staff member on the same day of the complaint to check the condition of the close. Staff member then spoke with contractor and they visited the close again to remove the mess and double check close condition. Staff member spoke to the tenant and they were happy with this outcome.
Tenant unhappy that they are unable to use their bath	Due to a delay in receiving a quote from the contractor work had been stalled. Staff member then contacted a different contractor who visited the property and supplied a quote straight away. This was accepted and a job line was issued for the work. The tenant was happy with the outcome.

Our Commitment to Equalities and Human Rights

The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society. The Equality Act 2010 introduced 9 'protected characteristics' and aims to prevent discrimination against someone on the grounds of any of these characteristics. The 9 protected characteristics include;

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

Trafalgar Housing Association believes that providing equality of opportunity for its staff, Management Committee members, tenants, residents and other stakeholders is fundamental to the Association's values. It is not just a legal or regulatory requirement, put simply, equality of opportunity is morally the right thing to do.

Our Equalities and Human Rights Policy supports our commitment to equalities and human rights and provides guidance to ensure that all employees and customers are treated with fairness and respect. The Policy is supported by an Equality & Human Rights Action Plan that was put together by our staff team. This is used to help us meet the objectives of the Policy and to ensure that we can be proactive in our equality and human rights work. The action plan will be reviewed by our Management Committee annually.

The Equality and Human Rights Policy was approved by our Management Committee in March 2022 and is available to view online via our website at www.trafalgarha.co.uk or you can request a copy via post, email or in another format.



West Dunbartonshire Community Transport

**Do you have trouble getting to your
doctor or hospital appointments?**

Do you struggle to use buses?

**West Dunbartonshire Community Transport
Service can help**

Our volunteer drivers will collect you from your home by car, take you to your healthcare appointment, wait for you, and then return you home.

Our service is **free** to all eligible residents within West Dunbartonshire.

Contact us for more information at: wdctag@gmail.com or call **07990 825754**

The Service:

Eligibility: Must be a resident of West Dunbartonshire & unable to use public transport.

Registration: Call the number to register your interest in the service and enrol if eligible.

Once registered, provide the coordinator with details of your appointment – time, date and location.

All journeys are dependent on the availability of our volunteer drivers*. The more notice given of appointments, the more likelihood there is of the service being provided.

*This is a new service and while capacity will build, initially there may be more demand than can be serviced but the more demand registered the more we can appeal for funding for the capacity building.

It is important to note that this is not an emergency service but if we have drivers available, we will try to cater for short notice requests.

Speak to our Journey Manager on 07990 825754

West
Dunbartonshire
COUNCIL



Health & Safety – Common Areas

We would encourage any tenant or resident in the area to report any Health & Safety issues they may see in the estate or backcourts. Common areas include: entrance doorways; close area/stairs; bin stores; backcourts/drying areas; pathways and driveways/ parking bays. We are still carrying out regular inspections on common areas to keep track of their

condition and will take remedial action if necessary.

If your home is within a common close you are required to keep the close and backcourt areas clean, clear, litter free and tidy. Common closes and stairways should always be free of hazards, particularly those that would restrict easy exiting of the building should an emergency situation arise.

The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.firescotland.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland



Our Residents Panel

Our Residents Panel are continuing to meet over Zoom as they feel that this is the safest way to do so due to Covid-19.

What we discussed at our recent Residents Panel meetings:

- Tenant Satisfaction Results
- General Maintenance e.g. repairs, garden maintenance, areas of concern
- Allocations Information

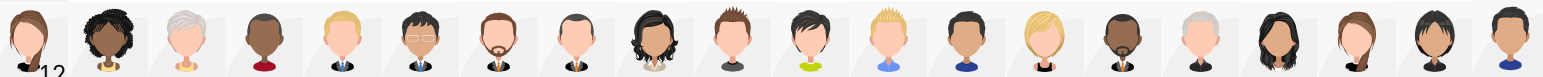
We are always looking to bring new members onto our Residents Panel so if you are interested in this role please contact us. This is a voluntary unpaid role that will allow you to join a great group of people, enhance

your skills and experience and positively impact your local community. Our Residents Panel meet monthly for around an hour. We appreciate that your time is valuable, so we make sure that we don't take up too much of it.

If you are interested in joining our Residents Panel please either write to us, email us at admin@trafalgarha.co.uk or you can call us on 0141 952 4676.

Want to get involved, but not sure the Residents Panel is for you?

If you would like to attend one of our meetings before committing to join our panel let us know and we will arrange this.



TESTING YOUR ALARMS

Time to test it



All of our homes have been fitted with new interlinked smoke alarms, which comply with the updated Scottish Government regulations. Interlinked smoke alarms provide you with a high level of protection.

Working smoke alarms can be life savers but they have to be working. **Please remember to test your smoke alarms weekly to ensure that they are working.**

Looking after your smoke alarms

Never

- Take the batteries out, even for a short time

- Paint over or put stickers on the smoke alarm

Every week

- Test your smoke alarm by pressing the 'test' button. If it doesn't sound, fit a new battery. If it still doesn't sound, contact us to report this

Every year

- Replace the battery (unless you have a special 'long-life' alarm with a built in battery). Choose a date you'll remember easily to do this, like a birthday or anniversary
- Keep it clean and dust free. Gently vacuum the inside and outside casing. If you're decorating or doing something that creates a lot of dust, use an elastic band to secure a plastic bag over the smoke alarm casing – don't forget to take it off when you're done

Home Fire Safety Visit from the Scottish Fire and Rescue Service

Did you know that Scottish Fire and Rescue Service offer everyone in Scotland a free home fire safety visit? They can help you sort out a fire escape plan and provide information about smoke, heat and carbon monoxide alarms.

Contact them by calling **0800 0731 999** or text "FIRE" to **80800** from your mobile phone.

Complete an online form by visiting: www.firescotland.gov.uk/your-safety/at-home/homefire-safety-visit

Please note that you should only contact them if you are looking to book a free Home Fire Safety Visit. For more advice please visit firescotland.gov.uk



Working4U support West Dunbartonshire residents seeking employment, gain qualifications, access learning and provide assistance with benefits and debt issues.

To find out more about the vacancies available in West Dunbartonshire contact them by emailing

W4Urecruitment@west-dunbarton.gov.uk for more information.

They also update these opportunities regularly on their Twitter page at https://twitter.com/Working4U_WDC.

Other ways to contact them:

- Telephone: **(01389) 738296**
- Email: working4u@west-dunbarton.gov.uk

Foundation Apprenticeships

Going into S5 or S6?

Get set for a

BIG

future with a
Foundation
Apprenticeship



Interested in a Foundation Apprenticeship?

If you are starting senior phase at school there's still time to choose a Foundation Apprenticeship as a subject.

Get valuable experience plus an industry recognised qualification. Set yourself up for a big future.

Working4U still have spaces available on the following frameworks:

- Civil Engineering
- Social Services Healthcare
- Business Skills

Contact fa@west-dunbarton.gov.uk for more information.

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, and Royal & Sun Alliance Insurance plc provide the Diamond Insurance Scheme, a specialist Tenants Contents Insurance policy. This 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.

Want to know more?

- Ask our Housing Officer for an application pack.
- Or call the administrators Uris Group on 0345 671 8172

Tenants & Residents if you don't have home contents insurance you should think about protecting your personal possessions and home contents.

These include your furniture, carpets, curtains, clothes, bedding, and electrical items. And don't forget your jewellery, pictures and ornaments.



All our tenants are eligible to apply for the Diamond Insurance Scheme.

There's no excess, you can pay as you go, you don't need special door or window locks.

For further information ask your landlord for an application pack.



The Diamond Insurance Scheme is sponsored and arranged by Thistle Tenant Risks on behalf of the Scottish Federation of Housing Associations and administered by Uris Group. Royal & Sun Alliance Insurance plc, Reg 01992 Registered in England and Wales at 11, Mark Lane, London, EC3R 7TF. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Thistle Tenant Risks is a trading style of Thistle Insurance Services Limited, Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority only. Uris Group is a member of the Uris Group, a company registered in England under No. 01518665. Registered office: Rossington Road, Uris, West Carr Road, Rotherham, South Yorkshire, S20 2JW

Backcourts

We are aware that there has been an increase in the amount of waste left outside in backcourts. We would ask that you dispose of general waste properly into the bins provided. Failure to dispose of general waste properly brings vermin to the area e.g. rats, foxes and birds which scavenge the bags which in turn disperses the rubbish all over the backcourts. The Association would ask all residents to be more vigilant when disposing of their litter, not only to keep your backcourt area clean and tidy but also for the safety of the children playing outside.

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.

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



Worried about your energy bills?



Home Energy Scotland can help

Home Energy Scotland is an energy advice service funded by the Scottish Government which helps people in Scotland create warmer homes, reduce their energy bills, and lower their carbon footprint. The service has no affiliation with energy suppliers and the team never cold call.

The Home Energy Scotland advice team can:

- Provide practical tips and impartial advice for reducing the amount of energy you use at home to keep your bills low
- Check if you're eligible for funding or discounts from energy suppliers such as the Warm Home Discount Scheme under which you could get £140 off your electricity bill for next winter
- Help you get a benefits and tax credit check so you're not missing out on additional income



Get in touch today

If you are or someone you know is worried about energy bills, call freephone **0808 808 2282**, send us an email adviceteam@sc.homeenergyscotland.org, or request a call-back via our website at homeenergyscotland.org. Lines are open Monday to Friday 8am to 8pm and Saturday from 9am to 5pm.

You can also contact our office on **0141 952 4676** and request for us to refer you to Home Energy Scotland.



Pension Credit – Check your Eligibility

New Figures show that a large percentage of Pension Credit is being left unclaimed. Pension Credit gives you extra money to help with your living costs if you're over State Pension age and on a low income. People receiving any amount of Pension Credit can also get help with other costs including rent and heating.

However, many people are still not

claiming this extra financial help. It tops up a person's income to a minimum of £182.60 per week for single pensioners or £278.70 for couples. You may qualify even if you have a private pension or savings.

To check your eligibility, call the Pension Credit claim line on 0800 99 1234, Monday to Friday, 8am to 6pm or visit <https://www.gov.uk/pensioncredit-calculator>



Old Kilpatrick Food Parcels

Old Kilpatrick Food Parcels (OKFP) help any resident of Old Kilpatrick, Bowling & Dalmeir, without the need for a referral.

They can be contacted by any of the following routes:

- Website – www.okfp.org.uk
- By calling – **07368 496836**
- Facebook - <https://www.facebook.com/OldKilpatrickFoodParcels/>

At Old Kilpatrick Food Parcels you are invited to collect ;-

- ✓ free food parcels
- ✓ free fresh bread
- ✓ free sanitary products
- ✗ no criteria
- ✗ no questions
- ✗ no judgement
- ✗ no referral needed although accepted
- ✗ no restrictions
- ✗ no refusal
- If you are employed, unemployed, self-employed, retired or just struggling financially – OKFP can help you.
- Please respect any COVID-19 related guidelines in place
- Remember that if you are unable to attend yourself due to isolation you can nominate a friend/neighbour/carer/

family member/support worker to pick up on your behalf.

- Please don't struggle without food – OKFP are here to help you. Deliveries not always available.
- You can drop off donations at any of the venues and you can still contribute via their PayPal account; oldkilpatrickfoodparcels@gmail.com



OKFP FREE WHEELCHAIR HIRE



07916 310806

Unit 5 OKFP Hub, Station Road Industrial Estate, Old Kilpatrick G60 5LP

Summer is here and we are all enjoying more time outdoors. If you have a relative, friend or neighbour who is struggling to get around themselves why not borrow a wheelchair or walking frame from Old Kilpatrick Food Parcels and take them out for the day.

If you have mobility issues but don't have anyone who could take you out for some fresh air they might be able to arrange for one of their volunteers to accompany you.

Please contact OKFP on **07916 310806** if you would like to book.

This is yet another FREE service provided by OKFP to help reduce isolation in our community.

OKFP'S LADIES WALK'N'TALK GROUP



**NON CHALLENGING WALKS
SUITABLE FOR ALL AGES**

FRIDAYS 12.30-2.30

REGISTER ON 07916 310806 OR COME ALONG ON FRIDAY AT 12.15 TO JOIN

Take part in OKFP's FREE weekly walking group which take place in and around our village every Friday.

Non challenging walks, go at your own pace.

If you have mobility issues you can borrow a walking frame, wheelchair or small scooter free of charge and

the team will adjust the route for you.

Getting some fresh air and exercise is a great way to feel better and enjoy some company. It's also a great opportunity to meet other local ladies, build new friendships and strengthen community spirit.

For more information message them

07916 310806 or drop in around 12.15 on Fridays and join in.

Bottled water provided, tea/coffee and home baking served on your return in their Chatty Cafe.

OKFP Hub, Unit 5, Station Road Industrial Estate, Old Kilpatrick G60 5LP

The Big Disability Group

The Big Disability Group has recently taken over the premises of the Independent Resource Centre (IRC) and their new hub is located at 627 Dumbarton Road, Clydebank, G81 4ET.



They can let you know what activities and support services are available in your local area for people with disabilities and their families.

They also run monthly focus groups where anyone from the local community, as well as representatives from local organisations, can get together to identify local issues that may need addressed and offer each other support to achieve this. Check out their Twitter and Facebook pages.

🐦: <https://twitter.com/bigdisability> or @bigdisability

📘: <https://www.facebook.com/thebigdisabilitygroup>

Top 10 Phone Scams in Scotland



Green Deal

These were the most problematic calls, with most relating to surveys about loft insulation or the apparent availability of government grants for energy efficiency improvements following the COP26 summit.

Remote Access



Scam calls claiming to be from Microsoft, asking for remote access to your computer due to 'viruses' or 'software issues'

Misleading Telesales



Scam calls attempting to sell insurance for white goods, TVs or other appliances

Broadband Issues



Scam calls purportedly from BT or Virgin, saying that your broadband will be cut off unless you pay a fee

Amazon



Scam calls saying that your Amazon Prime subscription is due for renewal or there are issues with your account

Postcode Lottery



Scam calls saying that you have won a prize, vouchers or holiday and asking for your personal details

Banking



Scam calls purportedly from your bank, claiming there has been fraudulent activity on your account

SKY Scams



Scam calls saying that your SKY box needs to be replaced and asking for your bank details

Lead Generation



Cold callers carrying out surveys to gather your info, which can be passed to other companies

Accident Claims



Scam calls claiming that you are due compensation after a recent accident

USEFUL TELEPHONE NUMBERS



TRAFALGAR HOUSING ASSOCIATION

0141 952 4676

EMERGENCY REPAIRS (OUT OF HOURS)

Bield

0800 783 7937

POLICE

Emergency 999
Non-Emergency 101

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

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

Electrical Checks

Each year in the UK there are 20,000 accidental electrical fires, so it is important for us to complete electrical safety checks in your home.

As your landlord, we must ensure the electrical installation in your home is safe. This test is important to ensure you are safe in your home.

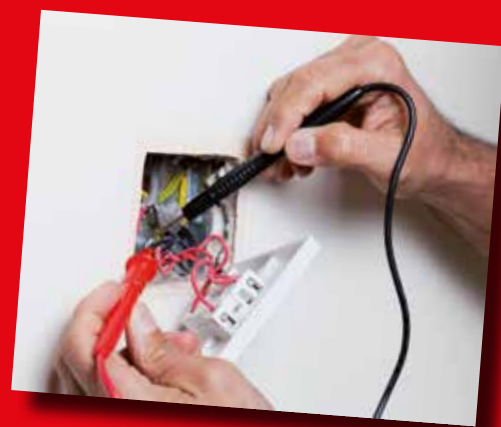
If you have an electrical check coming up soon, we will contact you before the appointment.

What will happen during an electrical safety check?

- To keep you safe, a qualified electrician will visit your home to do an electrical safety test.
- It usually takes between 2 to 4 hours. This depends on whether any faults are identified.
- Your electricity will need to be switched off for the test. This is usually for around 1 hour.

What will be checked?

- The electrician will check that circuits aren't overloaded.
- There are no electrical shock risks or fire hazards.
- All electric wiring is safe.
- Your home is safe.



For your safety and the safety of your family and neighbours please be in for your appointment.

Get in touch

We are here to support you. If you have any concerns, please contact us on **0141 952 4676**.

Good Neighbour Award

Thank you to everyone who took the time to submit a nomination for our Good Neighbour Award.

**WINNERS –
DEREK AND LIZ JOHNSEN**



Mrs Simpson who nominated Mr and Mrs Johnsen said "They help me with my shopping and if I need anything done they are always there to help. I am very friendly with them and I can't thank them enough for all their help".

Congratulations Mr and Mrs Johnsen we hope that you enjoy your £50 voucher!

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 will receive **£50 worth of vouchers** for a retailer of their choice and a certificate. We would also like the winner to be featured in our Winter 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.

The closing date for nominations is 19th December 2022.

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



#ReportThePhish

Most spoofed brands used in phishing emails

HMRC, GOV.UK, and the NHS were the most spoofed brands used in phishing emails reported to the Suspicious Email Reporting Service (SERS) last year.

Working in partnership to protect the UK public and businesses from fraud and cyber crime:



Wellbeing action calendar

31 daily actions to help you prioritise your mental health and wellbeing

1 Create a wellness toolbox - things that lift your mood when you're down	2 Step back from stressful situations to help calm anxious feelings	3 Be willing to share how you're feeling and ask for help if you need it	4 Notice the things you do well today, no matter how small	5 Fuel your mind with healthy food and aim to get your 5 A Day	6 Show kindness to yourself today by having a self-care day	7 Create a sleep sanctuary - ensure your bedroom is quiet, dark and cool
8 Go for a walk and explore a new route, you might find a hidden gem	9 Unplug from technology - give your mind and body a break	10 Write down your priorities for the week and focus on getting them done	11 Use stressful times as an opportunity to learn and build resilience	12 Reach out and stay connected - support from loved ones is key	13 Focus your attention on your breathing - breathe in, and breathe out	14 Limit your news intake to reduce feelings of worry and uncertainty
15 Share your thoughts to help manage feelings of stress and anxiety	16 Check in on yourself regularly. Self-care is not selfish, it's essential	17 Get a daily dose of sunlight - just 15 minutes can help boost your mood	18 Make an effort to be positive today - look for reasons to be happy	19 Celebrate your success - reward yourself when you reach your goals	20 Lend an ear to someone who's feeling down, listen to them carefully	21 Combat negative thoughts with meditation and mindfulness
22 Plan a relaxing activity for the weekend so you can de-stress	23 Ensure you get enough sleep - it's important for your wellbeing	24 Focus on the present moment and look to the future	25 Don't procrastinate - set deadlines and manage your time well	26 Express yourself in writing - release your inner thoughts and feelings	27 Take a break from your screen to move and stretch your muscles	28 Welcome humour - a good laugh goes a long way in managing stress
29 Join an online class that focusses on something you enjoy	30 Do less, achieve more. Don't take on more than you can manage	31 Tell yourself 'what I'm doing is enough' and be kind to yourself	Looking after your mental health is something you should invest in, just like you would your physical health.			

Tips to Avoid Rechargeable Repairs

1. Make sure that you have enough credit in your meter for Gas and Electricity to ensure that they do not cut out. This will avoid us having to make a call out for you.
2. Leave a spare set of keys with a family member, friend or neighbour that you can trust.
3. Avoid connecting your own washing machine as there is a risk that there may be a leak that could affect you and your neighbours properties. Instead contact the Association or someone qualified to carry out the work.
4. Do not leave running water in the sink or bath unattended in case a leak occurs.
5. Know where the stopcock is located in your property.

Did you know?

The Association can install a key safe outside your property to ensure that you always have a spare key available!

If you think that this would benefit you please get in contact with us via telephone or email to request this.

We hope that by following these tips you will avoid any rechargeable repairs in future.



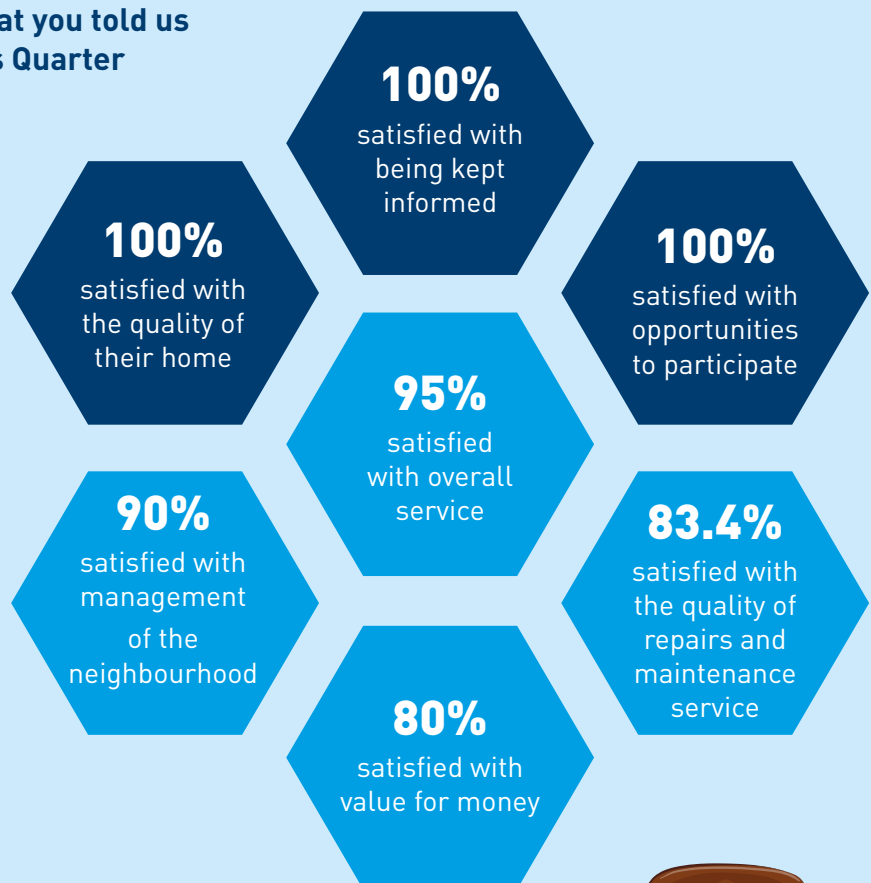
Trafalgar Housing Association Quarterly Tenant Satisfaction Results

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



ARMCHAIR CRITICS



We are seeking tenants to provide regular feedback to the Association on our services by answering regular questionnaires.

What would I need to do?

Firstly, you do not need to leave the comfort of your own home to take part in this. We would post a short

questionnaire to your property each month that will be made up of 5 simple yes or no questions to answer. There will only ever be 5 questions in each questionnaire so we promise that this will not take up much of your time.

As tenants you experience our

services first hand and can help us to make positive changes.

If you would be interested in helping the Association in this way please email us at admin@trafalgarha.co.uk or give us a call on **0141 952 4676**.

Our Team at Trafalgar Housing Association



Director
Paul McShane



Property Services
Manager
Alison Leabody



Housing Officer
Angela Wood



Temporary Admin
Officer
Amy Sweeney



Finance Agent
Graeme Bruce



Housing Manager
Chris Chalk



Admin Officer
Sara Pattison



Maintenance
Assistant
Clair Morton



Temporary Housing
Officer
Angela Lennon

TALKS, TENANTS & TEA

Are you interested in attending a monthly Zoom call with other tenants, residents and staff members? This will give you the opportunity to discuss a topic that you feel is of interest. The meetings will be half an hour long so will not take up a lot of your time and will also give you the opportunity to discuss any queries that you have with staff.

If you are interested in joining our Zoom session please complete and return the form opposite.

I would be interested in joining the monthly tenants zoom call.

Name

Email

Telephone

Which topic would you like to discuss?

What device will you use to access the meeting?



KIDS PUZZLE

Can you spot 7 differences?



PETS CORNER

Thank you to Derek Johnsen who has provided this good news story for our pets corner.

This is Milly. Milly had been dumped and was living rough behind the houses in Trafalgar Street.

In March 2022, my wife managed to coax her into our house and she settled in very quickly.

We took her to the Vet where she was scanned and the original owner was traced. She said that Milly had "escaped" and that she didn't want her back.

We adopted her. Changed the details on her microchip and arranged for a full health check and she is now fully vaccinated.

Milly is a lovely, friendly wee cat and she is now enjoying life again.

If you have a good news story relating to your pet or any great photos we would love to hear from you! Please send in your stories via email to admin@trafalgarha.co.uk or post them to the office.



Please get in touch with us and include your stories and photos by email at admin@trafalgarha.co.uk or you can write to us at: Trafalgar Housing Association 430 Dumbarton Road, Dalmuir, Clydebank G81 4DX

Questionnaire

We would like to gain an insight into what you think we are doing well and areas we could improve on.

Thank you to everyone who took the time to fill out our questionnaire in our last newsletter and return it to us, your feedback is very valuable to us. We would again be grateful if you could complete our questionnaire and return it to us. By doing this you are helping us to make positive changes to the services that we provide you with.

Tell us what you think we are doing well

- High quality repairs
- Repairs are always completed quickly once they are reported
- Friendly and helpful staff
- Communicating with the community
- Providing reliable services
- Ensuring outdoor areas are clean and tidy
- Following up on complaints
- Providing interior upgrades and medical adaptations
- Easy to contact
- Providing helpful advice whenever needed
- Efficient tradesmen
- Garden maintenance
- Following up on reported issues
- Health and safety checks
- Estate management
- Maintaining common areas
- Drainage
- Pest Control
- Website

Tell us what you think we could improve

- Nothing at all, I think everything you are doing is great!
- I think you are doing a good job
- Untidy outdoor areas
- Better internal home improvements
- Rubbish removal
- Maintenance checks
- Quality of repairs
- Anti-social behaviour
- Estate management
- Following up on any issues reported
- Maintaining common areas
- Drainage
- Pest control
- Communicating with the community
- Social Media and Website
- Frequency of newsletters
- Support and advice
- Be stricter with animal owners who do not clean up after their pets

Please return your completed questionnaire by post to:
Trafalgar Housing Association, 430A Dumbarton Rd, Dalmuir, Clydebank G81 4DX

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



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