

Trafalgar TIMES

THE
NEWSLETTER
OF TRAFALGAR
HOUSING
ASSOCIATION

Spring 2022



Welcome to our Spring 2022 Newsletter!

The future is looking bright as restrictions continue to be eased by the Scottish Government and we have been able to gain some normality back into our lives.

Although restrictions have eased we are still taking the necessary precautions to ensure the safety of our tenants and staff. Our staff are currently working in a hybrid setting with a mix of in office working and working from home.

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 call our office on **0141 952 4676** and we will be happy to help you.

We are delighted to say that our Residents Panel have started to meet again with the first meeting being held in February. We are very keen to attract new members to the panel and grow engagement with our tenants. If this is something you think you would be interested in please let a member of staff know and we can arrange for you to join one of our meetings.

Over the next year we will be working hard to increase our engagement with you all and take steps to ensure that we continue to provide you all with high quality services.

We would like to thank you again for your ongoing patience and understanding over the past couple of 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

John Munro

Everyone at Trafalgar Housing Association was saddened to hear of the death of John Munro.

During his time with Trafalgar, John was involved in many activities. He was a member of our Management Committee since 2005 and gave up a lot of his time to help others. He was a great asset to the Management Committee and the staff members at Trafalgar and he will be greatly missed by everyone.

Our sincere condolences go to all of John's family and friends.



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 2022/23.

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 5.2% was agreed and was applied to rents from **28th March 2022**. The service charge has increased to £16.02 per month and the estate charge has increased to £10.49 per month. Our service

and estate charges have not been increased for over 10 years which is incredible value for money and our rents are currently almost 13% less than the Scottish average.

Please remember that if you currently receive Universal Credit you must update your claim through your online portal. 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 the Housing Benefit team at West Dunbartonshire Council 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 Manager.

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.



Would You Be Interested in Joining a Community WhatsApp Group?



We would like to know if you think that this would be a useful way for us to communicate with you.

Our Residents Panel suggested that it may be a good idea to start a WhatsApp group for the community to keep one another informed and help build friendships.

We would like to know if you think this would be beneficial and if you would like to join this group?

Please get in touch at admin@trafalgarha.co.uk to let us know.

COMMUNITY BUDGET

In our Winter Newsletter we mentioned how we would be setting aside a community budget and asked for your ideas on how we should spend it.

Thank you to everyone that took the time to send in their great ideas we really appreciate it.

We have chosen an entry which we think will bring a number of positive benefits for the community. The entry chosen was to install bike sheds in the area.

We would now like to hear where you think would be the best place to install these.

Please get in touch and let us know. You can do this by calling our office, emailing or writing to us.

We look forward to hearing from you!

Do you think it would be beneficial to have Electric Vehicle Charging Points in the area?

We would like to know what you think about this idea. Please provide us with feedback.



We have Introduced a New Text Messaging Service

We have recently introduced a text messaging service so that we can provide you with updates on scheduled visits and repairs. We will also use this service to send you short satisfaction surveys.

We hope that this will be a more convenient way to keep you informed and also for you to provide us with feedback.

SCAM ALERT!!!

citizens
advice
bureau

People in West Dunbartonshire are being urged to make friends and family aware of potential callers claiming to be from the Citizens Advice Bureau.

We will never call you and ask about debt, benefits or any other issues.

We can all do our part to help protect those who may be more vulnerable to this type of scam by passing this message on.

FREEPHONE NUMBER

0800 484 0136



If you want someone to phone you back,
then leave a message for us at:
www.wdcab.co.uk/contact-us



The Golden Friendships Club Raises Money for a Defibrillator

The Golden Friendships Club has been successful in raising money to install a defibrillator on their premises. Trafalgar has donated £375 towards the cost of the defibrillator which we are sure will greatly benefit the community.

The defibrillator was purchased on the 6th January 2022 and will be installed within the next few months. 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.



Community Initiative 'Dalmuir Diners' Ends After 6 Fantastic Months

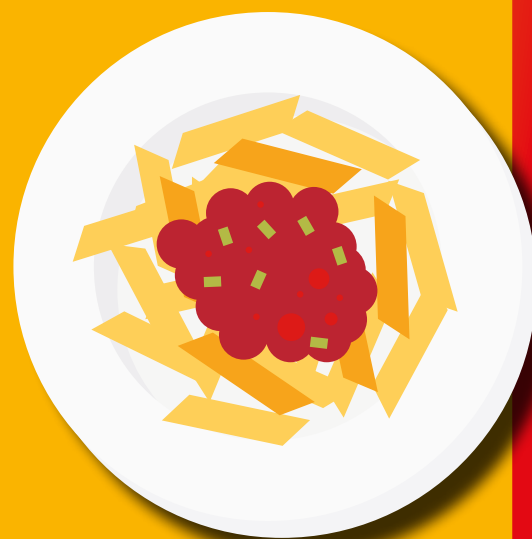
After 6 months of fantastic events, funded by the £60k Scottish Government's "Communities Recovery Fund" in partnership with Dalmuir Park Housing Association and the Golden Friendships Club the 'Dalmuir Diners' community project has come to an end.

The project attracted more than 4,000 people over 43 dates and included Lunches; Dinners; Kids Parties; Halloween Parties; Christmas

Parties; Santa's Grotto; Bingo Nights; Variety Shows & Theatre Nights.

We would like to give a special thank you to all the team at the Golden Friendships for their dedication and hard work during this time and also to our community partners Dalmuir Park Housing Association.

We hope that you all enjoyed the events and we look forward to providing you with more great community projects in the future.



If you would like to provide us with feedback on the events please send an email to admin@trafalgarha.co.uk

Our Residents Panel

Our Residents Panel met for the first time in over two years on the 22nd February 2022. Due to current circumstances surrounding COVID-19 the Residents Panel met virtually over Zoom as they felt that this would be the safest way to do so.

What we discussed at our recent Residents Panel meetings:

- The role of the Residents Panel
- General Maintenance e.g. repairs, garden maintenance, areas of concern
- Service Delivery

- Newsletter feedback
- Community Fund
- Mentoring
- Communication Methods

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/an hour and a half. We appreciate that your time is valuable, so we make sure that we don't take up too much of your time

If you are interested in joining our Residents Panel please email us at **admin@trafalgarcha.co.uk** or you can call us on **0141 952 4676**.

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

Anti-Social Behaviour Don't Sit Back and Suffer



We are asking our tenants to be considerate of each other by thinking about how noise from your home could be causing problems and upset to others. We ask that you are considerate of your neighbours and respect each other's safety and right to live in a peaceful home.

If you are experiencing any problems of continuous anti-social behaviour we would urge you to contact the Association and we will make every effort to assist you.

All complaints received will be dealt with in a sensitive and confidential manner. Not reporting anti-social behaviour can make it look like there are no issues. Where we are able to prove someone has breached their Tenancy Agreement, we will be able to take action to resolve the issues in most cases as long as we have supporting evidence. To assist us in investigating, please be sure to:

- Where possible, discuss the problem with your neighbour first and try and resolve it with them;
- Keep a clear written account of all incidents including dates, times, and the names and addresses of any witnesses;
- Phone the Police if the matter is serious and get a Police incident number;
- Provide as much detail as possible in any complaint, of what happened and how it affected you;

- Contact the Police at the time of the anti-social incident and thereafter report it to the Association.

We promise to:

- Take all complaints seriously;
- Keep you up to date regularly with the progress of your complaint;
- Take appropriate action as quickly as possible in line with our policy;
- Where we cannot resolve the complaint we will help to provide you with appropriate advice and assistance.

If you have been threatened or feel unsafe in your home please call Police Scotland on **101** or if it's an emergency **999**. You can also report crime anonymously on **0800 555 111**, or use the anonymous form available on their website <https://crimestoppers-uk.org/>

Trafalgar Street Wildlife

Thank you to Derek Johnsen who has provided us with this article and fantastic photos of Trafalgar Street Wildlife.

If you are into wildlife, then living in Trafalgar Street offers a big bonus.

Between Trafalgar Street and the canal, there is wildlife aplenty for us all to watch and enjoy.

In my own garden I have been visited by Robins, Moorhens, Dunnocks, Sparrows, Blackbirds, Blue Tits, Ducks, Jackdaws, Crows, Wood Pigeons and of course the common Pigeon. I leave out food and water for them all year round and now they are all regular visitors.

Along the canal that runs behind our houses I have seen Swans, all sorts of ducks, Moorhens, a Heron, Sparrow Hawks, Squirrels and Foxes.

I am not an expert in wildlife, but I do enjoy seeing the thriving wildlife that visits my garden and that I can enjoy just a two minute walk away. Over the years I have enjoyed trying to capture the best pictures that I can of the wildlife that surrounds us.

Keeping in mind that I am not a professional photographer, here are some of my favourite pictures. I hope you like them.



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**.

What is your preferred method of contact?

We would like to know what your preferred method of contact is so we can reach you in the best way. Please choose from one of the following options and let us know.

- Postal
- Phone
- Email
- Text

Estate Walkabouts

We are hoping to carry out a social distanced estate management walkabout in the Summer.

These walkabouts enable residents to come along and join staff in a walk around our estates. Any areas of concern can be identified and discussed along with ideas on how they could be improved.

If you are interested in attending an estate walkabout please contact the Association on **0141 952 4676** or email admin@trafalgarha.co.uk.

Blast from the Past



Trafalgar Street Under Construction in 1994

Thank you to Derek Johnsen who has shared a video he found online that shows part of Trafalgar Street under construction in 1994.

Derek has provided a QR Code for you to access the video on your phone.

As you can see from the video most of the latter phases of the estate haven't been started yet and although the quality is not the best it is still fascinating to watch and shows the extent of changes in the area.



To view the video using the QR code please:

1. Open the camera app on your phone, that is used for taking photos.
2. Point your phone's camera at the QR code so you can see it on your screen.
3. You should see yellow lines appear around the code and a notification will appear.
4. Tap the notification to open the link in your web browser. This should take you directly to the video.

You can also view the video by visiting the YouTube link - <https://youtu.be/uc5wECZMVl0>

We also found some interesting photos of our properties back in the day featuring in a magazine from 2000.



Trafalgar's Policies

The Association's services are underpinned by a number of policies across all departments which must be reviewed after a period of time. In accordance with our Policy Review Schedule, proposed changes to (or introduction of new) policies are presented to our Management Committee for approval. Where deemed appropriate we carry out consultation on these policies.

Many of our policies are available to view online via our website.

During the year, we reviewed the following policies, which are available on request and/or on the website:

- Complaints Policy
- Abandoned Tenancies Policy
- Equality and Human Rights Policy

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.



GWSF
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)

This is a summary of our complaints figures from end of March 2021 – end of March 2022. 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 (28/03/21-27/06/21)		QUARTER 2 (28/6/21-27/09/21)		QUARTER 3 (28/09/21-27/12/21)		QUARTER 4 (28/12/21-27/03/22)		Total
	CATEGORY		CATEGORY		CATEGORY		CATEGORY		
	STAGE 1	STAGE 2	STAGE 1	STAGE 2	STAGE 1	STAGE 2	STAGE 1	STAGE 2	
Received	15	0	10	0	6	0	4	0	35
Resolved	15	0	10	0	6	0	4	0	35
Unresolved	0	0	0	0	0	0	0	0	0
Total number of days to complete	43	0	14	0	17	0	9	0	83
Average number of days to complete	2.87	0	1.4	0	2.83	0	2.25	0	2.37

Q3 Complaints Breakdown	Contractor	Staff	Tenant	Other	Q4 Complaints Breakdown	Contractor	Staff	Tenant	Other
Total Complaints = 6	5	0	0	1	Total Complaints = 4	3	1	0	0

LESSONS LEARNED

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

YOU SAID	WE DID
Debris left in close while contractor was working.	We contacted the contractor and advised them to remove the debris. The tenant contacted us to advise that the debris had been removed and that they had received an apology from the contractor.
Tenant unhappy that a contractor turned up at their door without an appointment set.	Staff member contacted the contractor and then an explanation and apology was provided to the tenant. The tenant was happy with the outcome.
Tenant was unhappy with the standard of workmanship on their repair.	Staff member and the joiner attended the property and the joiner completed all the issues on the tenants list. The tenant was happy with the outcome.
Tenant is unhappy with the service the cleaners are providing.	We contacted the contractor who advised that they would make sure the close was given a thorough clean to make sure the tenant was happy. The tenant was happy with the outcome.
Tenant unhappy that their grass had not been cut.	We contacted the contractor and the provided the tenant with an explanation. We apologised to the tenant and advised that their grass would be cut the following day. The tenant was happy with the outcome.

FIGURES)

COMPLIMENTS

Tenant praised staff at Trafalgar for all their help through lockdown and thanked us for providing welfare calls. The tenant expressed that this would provide comfort to many people especially the elderly at a difficult time.

Tenant wished to thank all staff for the calls checking up on her during the pandemic. They expressed that they think the service that Trafalgar provides to its tenants is excellent. They also said that they have always been treated with respect.

Tenant phoned to praise staff and the contractor for their quick response after their electricity tripped. The tenant advised that the contractor was professional and very friendly.

Tenant praised subcontractor for their help with work being carried out and also how professional and friendly they were.



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

Money and Debt Advice

The Independent Resource Centre closed for business on 31st March 2022

Recently we received the disappointing news that the Independent Resource Centre located on 627 Dumbarton Road, Dalmuir in Clydebank closed for business on the 31st March 2022.

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

Committee Meeting Updates

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

Items of interest discussed at our recent committee meetings:

- Business Plan
- Progress Reports
- Financial Regulations & Procedures
- Policies

- Health and Safety Updates
- Communications Strategy

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.

Bulk Uplift

During the pandemic we gave you the option to call us and request for items to be uplifted throughout the month to help tackle the additional levels of waste.

However, we are no longer offering this service as it is too expensive for the Association and now the only collection day for items to be uplifted is on the last Friday of the month.

Please ensure that any items are stored neatly and safely in the bin store area. We ask tenants not to leave any items in closes or against the building as this could cause a fire or safety issue.



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



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.

Electrical checks are being carried out during April and May. 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**.



Worried about your energy bills? Home Energy Scotland can help

On Thursday 3 February, Ofgem announced an increase to the energy price cap meaning that many Scottish households will see increases in energy bills from 1 April 2022.

The increases are driven by a record rise in global gas prices over the last six months, with wholesale prices quadrupling in the last year alone. While you might find this news worrying, we want to assure you that help is available.

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.



Connecting Scotland Grant

Over the past few years many services and support groups have moved online as a result of the COVID-19 restrictions. The Association is working to address digital exclusion across our community.

The Association would like to say a big THANK YOU to SCVO and their Connecting Scotland

programme for providing us with digital devices to help our tenants who are digitally excluded get connected.

We are delighted to have been able to secure this support which has benefited our tenants.

We hope that we will be able to secure more funding in the future.



Old Kilpatrick Food Parcels

Old Kilpatrick Food Parcels (OKFP) help any resident of Old Kilpatrick, Bowling & Dalmuir, 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

The weather has taken a turn for the better and we are all enjoying much needed 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



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

Apply for the Scottish Child Payment



Scottish Child Payment helps towards the costs of supporting your family. It's a weekly payment of £10 that you can get for every child you look after who's under 6 years of age. You'll get the payment every 4 weeks if your application is successful.

It's up to you what you choose to spend the money on. You could use Scottish Child Payment for things like:

- travel costs
- nappies and other essentials
- childcare
- family days out

Scottish Child Payment does not affect any other UK or Scottish Government benefits that you, or any person in your household, currently get. If you want to know how Scottish Child Payment might affect local council

allowances or grants, such as the Scottish Welfare Fund, you can contact the benefits section at **www.west-dunbarton.gov.uk**

Only one person can get Scottish Child Payment for a child. This means, if two people apply for the same child, Social Security Scotland have a process of deciding who gets the payment. This is called a double claim. The process depends on the benefits that you and the other person are getting.

You can read more about double claims on the West Dunbartonshire Council website or call Social Security Scotland free on **0800 182 2222**.

For further information on the Scottish Child Payment and how to apply visit the Scottish Government website at **www.gov.scot**

Scottish Child Payment
£10 per child, per week
to assist with living
costs



Clydebank Community Sports Hub



The Clydebank Community Sports Hub provides a range of brilliant activities for the local community. Check out some of the activities running at the moment.

Senior Social (50+ Club)

This consists of an hour of dancing with our lovely Val from BounceDanceFit, then a chat/cuppa and as many biscuits as possible. This was set up to combat loneliness and social exclusion. The Senior Social Club runs every Friday from 10.30am-12pm.



Youth Club (P1-P7)

The Youth Club offers varied activities from Football/ Gaming/Team Sports to having organisations down for educational chats/ activities. Held on Wednesdays 3.30-5pm.

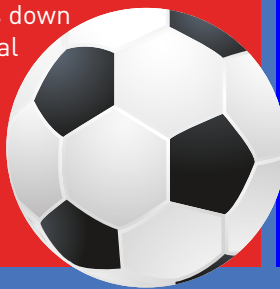


Table Tennis Club

In Partnership with Drumchapel TTC every Monday from 4.30-6pm they host a Table Tennis group, all participants are welcome whether it be beginners/intermediates.



To get involved/register please visit the Clydebank Community Sports Hub website on www.clydebankcommunitysportshub.com, then click onto the WhatsOn section!

Address: 60 Dean Street, Clydebank, G81 1RL / Phone: 0141 951 1777 / Email: info@clydebankcsh.com

Thrive Youth Employability Programme

Starting May 2022

Are you aged 16-24 and keen to:

- Learn new skills
- Build your confidence
- Explore career pathways
- Take on new challenges
- Possible £40 a week allowance

For further details, please register your interest at <https://bit.ly/3qWsi0U> or alternatively scan the QR code.



Data Protection Update – Please Don't Open Mail Addressed to Others

If you receive another person's mail please do not open it.

If you receive mail intended for another person it should be returned by marking the envelope 'Return to Sender' and placing it in any post box.

If you recognise that the mail should have been delivered to your neighbour then please deliver this to the relevant address.

If you receive mail intended for a previous tenant please let the Association know.

We would also suggest that you inform relevant businesses and personal contacts when you change your address.



Good Neighbour Award

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

WINNER – EILEEN MCGHIE



Our winner, Eileen McGhie is kind and supportive and always there for her neighbours.

Mrs Butcher who nominated Mrs McGhie said "It's a very long time since I've had such a kind and thoughtful neighbour as her. I always try to repay her kindness in small thoughtful ways and never let her think her deeds are taken for granted and not appreciated."

Congratulations Mrs McGhie we hope that you enjoy your vouchers!

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 be selected by members of our Management Committee and will receive £50 worth of vouchers and a certificate. We would also like to feature a photo of our next winner and why they won the award 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.

The closing date for nominations is Friday 15th July 2022.

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

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.

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

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.



Kitchen Contract Update

We recently sent out satisfaction surveys to properties in Phase 1 of the Terraces who have had their new kitchens fitted. We have included the feedback that we received below.

We will be starting surveys for the remaining kitchens in Phase 2 of the Terraces area over the next few weeks, this includes properties in Windsor Crescent Lane, Singer Street and Crown Avenue.

Satisfaction Survey Results - Kitchen Contract

How satisfied were you with the unit/worktop choices?

71.4% very satisfied

28.6% satisfied

.....

How satisfied were you with the attitude of the tradesmen carrying out the work?

71.4% very satisfied

14.3% satisfied

14.3% very dissatisfied

.....

How satisfied were you with the condition that your property was left in at the end of the contract?

57.1% very satisfied

14.3% satisfied

14.3% dissatisfied

14.3% very dissatisfied

Overall how satisfied were you with the quality of work carried out?

57.1% very satisfied

28.6% satisfied

14.3% very dissatisfied

.....

How satisfied were you with the service provided to you by Trafalgar Housing Association?

71.4% very satisfied

28.6% satisfied

.....

How satisfied were you with the information provided by Trafalgar Housing Association?

57.1% very satisfied

42.9% satisfied

Everyone who returned their surveys were entered into a prize draw to win a £50 ASDA voucher. The winner was picked randomly by using a number generator.

Congratulations to Mr Little who was the winner of the draw!



Upgrades to Windows

At the moment we only have plans to upgrade windows in phase 3 due to component replacements.

We do not yet have a specific date for this to be carried out however we will advise tenants once this has been confirmed.

Your Annual Gas Servicing

We are continuing to carry out our tenants annual gas servicing. We understand that these are unprecedented times however we have a legal obligation to ensure that all residents are safe by carrying out annual gas servicing to boilers when they are due.

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. They will contact you by text, telephone or letter to arrange a date suitable for you to allow them access to your property to complete the safety inspection.

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. Generally most tenants work well with us to provide access and in the extremely rare cases where access is not gained, the Association will take steps to force entry and complete the service.

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:

Gas servicing will now be carried out by Kingdom Gas. If they 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.



Keep the water cycle running smoothly.

How to save your drains and help the cycle.



Never flush down the toilet:



Never pour down the sink:



Public Holidays – Office Closure

The office will be closed on the following dates:

Spring Holiday

- Thursday 2 June 2022
- Friday 3 June 2022

(Dates moved from 27 & 30 May for Queen's Platinum Jubilee)

WE'RE
CLOSED

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.			

Enter our 2022 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. We are changing the way in which the competition will be run. You can either enter your own garden into the competition or you can nominate a neighbour. All entries must be submitted to the Association by Friday 29th July 2022. The competition is open to all residents of Trafalgar.

To enter:

- Email admin@trafalgarha.co.uk
- Include your name, address and contact number in the email

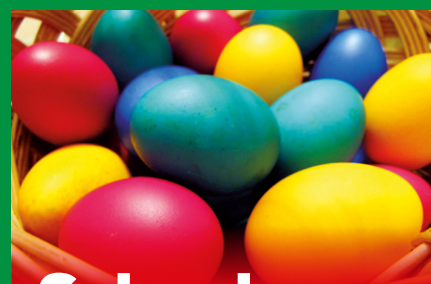
No entries will be accepted after the closing date. In addition to this we will also be carrying out a walk round of all our estates within July



to identify any gardens that we think should be entered into the garden competition.

All entries will be judged in August 2022. The winners will be announced at our next AGM and will receive a prize. All winners' photos will be printed in the Autumn edition of our newsletter.

Happy Gardening!



School Easter Egg Donation

A transfer of £375 was made to three local schools; Our Lady of Loretto Primary School; St Stephen's Primary School; and Clydemuir Primary School to treat the kids to an Easter egg.

The donation was part of the £60,000 that Trafalgar and Dalmeir Park Housing Association were successful in obtaining through the Scottish Government Community Recovery Fund in September 2021.



West Dunbartonshire – Additional Covid-19 support

West Dunbartonshire Council are providing additional support for people who are affected by Covid-19 across West Dunbartonshire.

A number of their employees and partners have volunteered their time to provide additional support for those in need at this time.

This means they can offer those impacted by Covid-19 short-term practical support with collecting and delivering essential groceries or medicines, or being a friendly and reassuring voice at the end of the telephone.

If you have been affected by Covid-19 and have no support network please remember this service is available for you.

This will include those who are:

- Self isolating
- Over the age of 70
- In receipt of a letter from the NHS advising you are high risk
- Medically vulnerable according to the government criteria
- Single parents

To fill out a referral form please visit <https://www.west-dunbarton.gov.uk/coronavirus/additional-support/>

Alternatively text the word 'help' to **07800 002 582**

A member of their team will get back to you as soon as possible to discuss how they can assist.

West Dunbartonshire Community Foodshare

West Dunbartonshire

Community Foodshare

Together we can make a difference

Scottish Charity Number: SC044248

Food poverty is still rife in our local area. If you or someone you know is struggling West Dunbartonshire Community Foodshare can help!

They can provide anyone affected by food insecurity with an emergency food parcel that will be delivered the next working day to your home address.

As well as providing emergency food parcels they also have a school uniform bank, fuel bank & baby bank and work hard to make sure no one goes without.

Open Tuesday - Friday: 10am - 4pm

Tel: **01389 764135** or Freephone **0800 345 7050**

Email: wdcommunityfoodshare@outlook.com

Website: www.westdunbartonshirecommunityfoodshare.co.uk

Twitter: [@WDCCommFoodShare](https://twitter.com/WDCCommFoodShare)

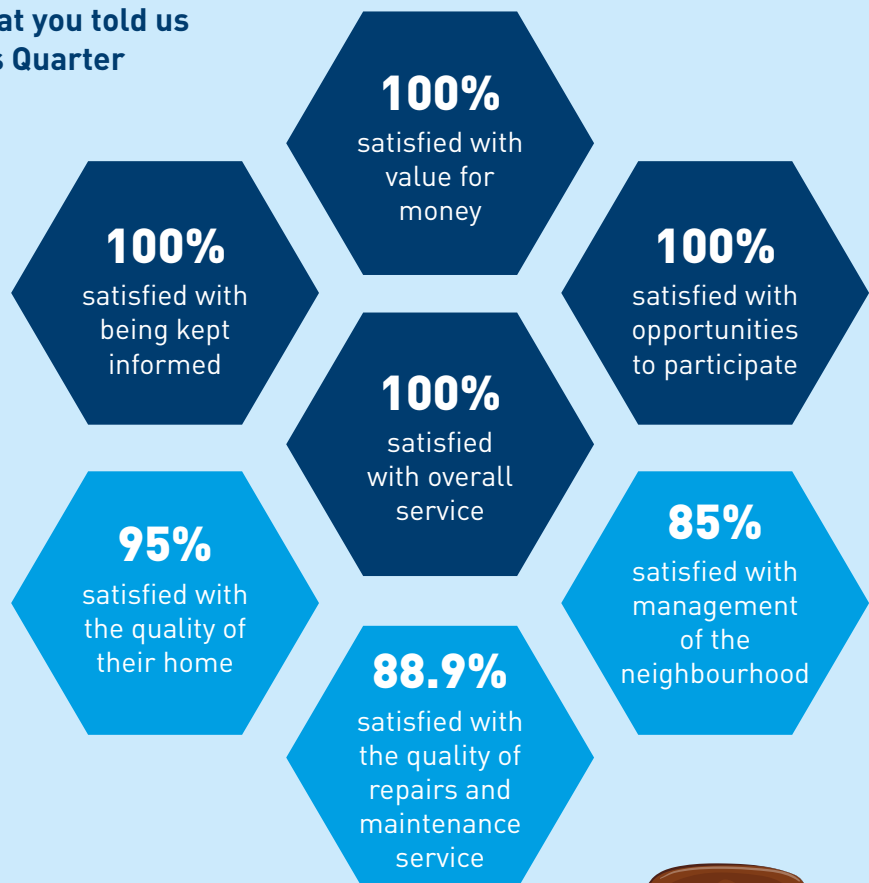
Trafalgar Housing Association Quarterly Tenant Satisfaction Results

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 helps 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 us make improvements 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



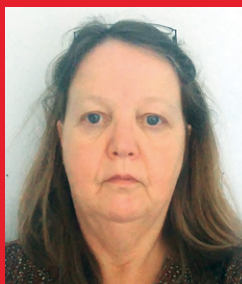
Housing Manager
Chris Chalk



Admin Officer
Sara Pattison



Maintenance
Assistant
Clair Morton



Temporary Housing
Officer
Angela Lennon

TALKS, TENANTS & TEA

We will be trialling a monthly tenant zoom call. This will involve tenants meeting virtually with staff members over Zoom to discuss a topic that you feel is of interest. The meeting will be half an hour long so will not take up a lot of your time and will give you the opportunity to discuss any questions 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 the 10 differences?



PETS CORNER

We love our pets at Trafalgar and we thought it would be fun to create a regular 'Pets Corner' page in our newsletters for you to showcase your wonderful pets!

Do you have any funny stories or pictures of your pet that would make people smile?

If you do we would love to hear from you and feature these in our next newsletter!

Mila and Luna always up to mischief



Rico passed out in the sun



Arlo the amazing mouse catcher



Lubo hiding in the washing machine

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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SCAN ME