



Trafalgar TIMES

THE
NEWSLETTER
OF TRAFALGAR
HOUSING
ASSOCIATION

Winter 2023



Season's Greetings

Office Christmas Closure

Please note the office will be closed from **12noon** on **Friday 22nd December 2023** and will re-open at **9am** on **Thursday 4th January 2024**.

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

Trafalgar Housing Association

430a Dumbarton Road, Dalmuir, Clydebank G81 4DX

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



Annual General Meeting (AGM) 2023

On Tuesday 19th September 2023 we held our 33rd Annual General Meeting. We were delighted to hold this in person again in the Clydebank Town Hall. We would like to say a big thank you to everyone who attended and made the night a success.

This year's Agenda included the Election of Management Committee Members; Annual Accounts to 31st March 2023; Appointment of the Auditors for Financial Year 2023/24 and the Directors Report. Prizes were once again awarded to the best gardens and runners up – congratulations to all our winners and thank you for the effort you put in to your garden.

The night was rounded off with a lovely buffet, a game of bingo and the prize draw for all of

our Shareholders who were present. Prizes this year included a 55inch smart TV, a 43inch smart TV, a Ninja Air Fryer, vouchers and more.

Garden Prize Winners

This year our first prize winner received a £50 voucher for B&Q and the runners up a £20 voucher for B&Q.

1st Place – Mr and Mrs Campbell
Runners Up – Mrs Carlin & Ms Carlin
Ms Cunningham
Mr & Mrs Johnsen
Mrs Simpson
Mr & Mrs Taylor

Good Neighbour Award

WINNERS – Steven and Amanda Thompson

We were delighted to present Steven and Amanda Thompson with their certificate and voucher after winning this quarters 'Good Neighbour Award'.

Shareen Cochrane and her Mum Joyce Dryburgh who nominated Mr and Mrs Thompson said

'they go above and beyond for my family and have helped me numerous times with different things. I'm so grateful to have amazing neighbours like them.'

Congratulations Mr and Mrs Thompson! We hope that you enjoy your voucher and thank you for being wonderful neighbours. Your kindness and support is greatly appreciated.



NOMINATE YOUR NEIGHBOUR FOR AN AWARD

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

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

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

If you would like to nominate your neighbour for this award please send an email to admin@trafalgarha.co.uk or write to our office at:

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

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

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



Your Annual Gas Servicing

Recently we have had an increase in tenants not keen to allow access for their gas service to be carried out which is concerning. You may have seen in the news recently that there was a major explosion in a property in Edinburgh, resulting in a fatality, due to an internal gas installation at the property. Annual gas safety checks ensure that your boiler is not only working efficiently, but also that it is safe for you to use to reduce the chances of a situation like this ever happening in one of our properties.

We have a legal obligation to ensure that all residents are safe by carrying out annual gas servicing to boilers when they are due. It is also a condition of your Tenancy Agreement that you allow access each year for these checks to be carried out.

Our contractors 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. Ideally, we would ask that you vacate the room the operative is working in and they will let you know when they are 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 in the rare cases where access is not gained, the Association will enforce the conditions of your tenancy agreement and force entry in order to meet our legal obligations. **Please note if the forced access goes ahead you will be liable for the cost and 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 in 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 be carried out by HiFlow. 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. 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 arranged and completed within the anniversary date.

Information and Support



Clydebank Women's Aid are a confidential organisation which provides information, support and refuge, if needed, for women, children & young people who have or are currently experiencing domestic abuse. You do not have to come into refuge to get support.

For further information and support call 0141 952 8118.

A woman will be on the other end of the line from 10am - 4pm Monday to Thursday

10am - 1pm Friday

For more information visit the Clydebank Women's Aid Website on: <https://www.clydebankwomensaid.co.uk>

Tel: **0141 952 8118**

Email: collective.clydebankwa@gmail.com

SCOTLAND'S 24HR DOMESTIC ABUSE HELPLINE: 0800 027 1234



Committee Meeting Updates

Our last Committee meeting was held on Wednesday 6th December 2023 remotely over Microsoft Teams.

Items of interest discussed at our recent committee meetings:

- Consolidated Action Plan Update
- Management Accounts to 30th September 2023
- Rent Increase Options
- Directors Report

Where can I view the minutes from the Committee meetings?

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

Grant Funding



As advised in our last newsletter we are delighted to announce that the Association, in conjunction with Dalmuir Park HA, has been successful in securing further grant funding, this time via the Scottish Government's Social Housing Fuel Support Fund. Our success is thanks to you for participating in previous projects, made possible through other successful funding applications.

Every household should by now have received a letter asking you to opt in for consideration for any of the items available. Please note that whilst everyone is entitled to apply, we cannot guarantee that you will be selected as we are unable to predict the tenant response.

Items available from this round of grant funding include:

- Air Fryer
- Slow Cooker
- Soup Maker
- Bedding
- Thermal Curtains

The Association's staff are excited to be able to help our Tenants once again and look forward to rolling out this project which we anticipate will be in March 2024.

We would like to thank Dalmuir Park HA for another successful joint bid.



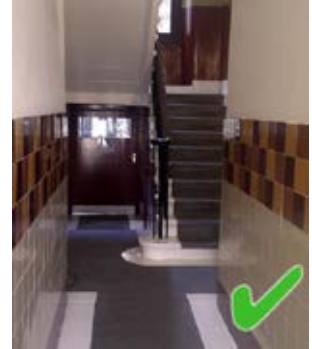
COMMON CLOSE SAFETY

FIRE SAFETY

The landings, stairs and close doors should be kept clear to avoid obstructions in the event of an evacuation due to a fire or other emergency situation.

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

A fire started in a common close could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole close. Items left in a common close are often deliberately set on fire.



KEEP IT CLEAR

- Get rubbish, old furniture, etc. out of the building.
- Do not block routes with bikes, prams etc.
- Make sure storage areas are kept locked.
- Do not store flammable materials or liquids in the close.
- For advice on uplifting items contact the Association.



If fire does start dial 999 and ask for the Fire and Rescue Service, giving as much information as you can.

Only make your way outside if you are sure you can safely leave the building. Otherwise you should stay inside your flat and:

- Do not open the door. Hot smoke rises and will rapidly enter any open door.
- Keep doors closed to prevent smoke filling your house.
- If possible, get everyone together in the same room, preferably to the front of the building, closing all doors behind you.
- All occupants should remain together in this room. If you can, open a window.

When the Fire Service arrive, let them know how many people are in your flat, and if you are safe. This will greatly assist them in dealing with the incident.

- If required, position wet towels to prevent smoke entering through any gaps in the door frame.
- You will be advised when the Fire Service has extinguished the fire and cleared smoke from the common stair.

CLOSE CLEANLINESS

The common close is a shared area and must be treated with respect by tenants. Uncleanliness within the common close can attract vermin/pests and affect the quality of life for tenants.

Trafalgar Housing Association have the common areas of the close cleaned on a weekly basis however, each tenant must also play their part in maintaining cleanliness standards by observing the following rules:

- Don't leave rubbish bags and food waste within the close, put it in the bin.
- If you drop and/or spill anything in the close, clean it up.
- Don't allow pets to pee or poo in the close, if an accident happens clean it up.
- Report any unsafe conditions immediately by phoning the office on 0141 952 4676



DAMP, CONDENSATION & MOULD



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

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

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

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



- Close kitchen and bathroom to prevent water vapour spreading to other parts of the property
- Do not use portable heaters such as gas or paraffin as they produce a gallon of water for each gallon of fuel used

Increase Ventillation

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

- Opening a window after bathing, showering or cooking
- If you have trickle vents fitted on your windows, keep them open as much as possible, especially in inhabited rooms – these don't lose any heat from the rooms they simply allow air in
- Do not put furniture tight up against the wall, move it away slightly to allow the air to circulate





- Use extractor fans and cooking hoods
- Wipe down windows or surfaces affected by condensation every morning
- Leave cupboard and wardrobe doors open every so often so that the air can circulate
- Where possible try to position wardrobes, chairs and large items of furniture against internal walls and not external walls

Keep the Property Warm

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



Mould The Problem

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



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

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

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



Home Energy Scotland



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 footprints. The service

has no affiliation with an energy providers and will never cold call.

The Home Energy Scotland Team can:

- Provide practical tips and impartial advice for reducing the amount of energy you use at home to keep your bills low.
- Help you get benefits and tax credit checks so you're not missing out on additional funding.

- Direct you to help with financial support like debt, emergency funding and fuel vouchers.



If you or someone you know is worried about energy bills please contact the office on **0141 952 4676** for a referral to Home Energy Scotland. Alternatively you can contact them on Freephone **0800 808 2282**, send an email to **adviceteam@sc.homeenergyscotland.org**, or request a call-back via their website at **homeenergyscotland.org**

Get cosy with our winter energy saving tips



Follow our tips* and advice for quick and easy ways to save energy, lower your bills and reduce your carbon footprint. Whether you're a homeowner, a private or social renter, a student, or you live with your parents, there are many things you can do. Take a look at our quick tips and see how much you could save.

1. Your thermostat should be set to the lowest comfortable temperature, typically between 18 and 21 degrees Celsius. You don't need to turn your thermostat up when it is colder outside; the house will heat up to the set temperature regardless. Dropping the heat by

just 1 degree could save £100 on your heating bills and 305kg of carbon dioxide a year from your household carbon footprint.

2. You can quickly and easily reduce the amount of energy you use by remembering to turn your appliances off standby mode. Almost all electrical and electronic appliances can be turned off at the plug without interfering with their settings, saving you around £55 a year on your energy bill. With the shorter days and longer nights, you'll probably be spending much more time indoors. Customise your heating controls for weekdays and weekends to keep your home comfy all week long.

3. Switching to energy efficient lights such as LED spotlights could help you save energy this winter. LEDs come in a variety of shapes, sizes and fittings –if the average household replaced all their bulbs with LEDs, it could save up to £60 a year.
4. Swap your bath for a shower! Some of us might enjoy a long soak in the bath but swapping just one bath a week with a 4-minute shower could save you £55 a year on your energy bills. Find out how saving water at home can help your wallet and the environment.

**These tips have been provided by Energy Saving Trust. Info correct as of October 2023. Visit the Energy Saving Trust website for more tips and advice.*

REPAIR SATISFACTION SURVEY



We have recently reinstated our repair satisfaction surveys. If you had a repair carried out in November you will have received a phone call asking if you were happy with the service received and the repair itself. If we have been unable to get you on the phone we will have sent you out a satisfaction survey for you to complete and return to the office. It is really important we get your feedback on our repairs service as this allows us to identify any areas which may require improvement or pass on your praise to a contractor for great work!

As a thank you for taking the time to complete this survey you will automatically be entered in to our monthly prize draw for a chance to win a £25 Asda voucher. You've got to be in it to win it!!!

Our winner for November is Cheryl Murray – Congratulations!

We would appreciate if you can ensure we have your up to date phone number and email address as this is our preferred method of contacting you to complete these surveys.

THISTLE TENANTS RISKS HOME CONTENTS INSURANCE

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

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

The Thistle Tenant Risks Teams are there to help and understand the importance of being able to speak to one of their customer service teams and they offer a call back service to make this easier for you.

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

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

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

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

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



Online shopping

Using the internet to buy goods or services is now so easy. Many of us are spending more time shopping online than before.

Unfortunately, fraudsters use online shopping scams. They can hide their identity and target many victims at the same time.

Your online transactions can be targeted by criminals and fraudsters. This is because you cannot see who you are paying money to.

The following tips will help you enjoy a secure online shopping experience.

- Choose carefully where you shop
- Use a credit card for online payments
- Only provide enough details to complete your purchase
- Check your bank and credit card statements regularly
- Check the correct amount has been debited
- Query any suspicious payments with your bank or credit card provider immediately
- Keep your accounts secure
- Watch out for suspicious emails, calls and text messages.

Choose carefully where you shop

Make sure the website you're buying from is genuine. Make sure it's not a fake or copycat site.

Do this by typing in the address yourself. Check the spelling. Web addresses of fake websites are different to real ones. There may be one or two incorrect letters.

Research sellers' and other bidders' selling history and bear in mind that a website ending '.co.uk' doesn't necessarily mean it's based in the UK. Check the address of the company and the phone number.

It's worth doing some research on online retailers to check they're legitimate. Check the

seller or buyer's review history. Check feedback from other reviewers.

Beware of accounts that may have been set up very recently. Be careful if the feedback is all positive and sounds similar. This could mean fake reviews.

Read feedback from people or organisations that you trust. Look at consumer websites.

Some of the emails or texts you receive about amazing offers may have links to fake websites.

If you're unsure, don't use the link. Either:

- type a website address that you trust directly into the address bar
- search for it and follow the search results.

Use a credit card for online payments

Use a credit card when shopping online. Most major credit card providers protect online purchases.

Using a credit card (rather than a debit card) means if your payment details are stolen, your main bank account won't be directly affected.

If you paid using a debit card you might be able to make a claim for a refund. This is a voluntary scheme called 'chargeback'.

You should also consider using an online payment platform. These include PayPal, Apple Pay or Google Pay. Using them means the retailer doesn't see your payment details.



Only provide enough details to complete your purchase

You should only fill in the mandatory details on a website when making a purchase. These are marked with an asterisk (*). They will include your delivery address and payment details.

You shouldn't have to provide security details (such as your mother's maiden name, or the name of your first pet) to complete your purchase.

If possible, don't create an account for the online store when making your payment.

You can complete your purchase without having to create an account. You can use an online payment platform.

If you think you'll become a regular customer with the store, then you may want to create an account.

The store may also ask if they can save your payment details for a quicker check-out next time. Unless you're going to use the site a lot, don't allow this.

Keep your accounts secure

If you're using the same password for your online accounts then you're at risk. You're also at risk if you use a password which is easy to guess.

Hackers could steal your password and then use it to access your other accounts.

For this reason, you should make sure that your really important accounts are protected by strong passwords. Make sure you don't use them anywhere else.

These include your email account, social media accounts, banking accounts, shopping accounts and payment accounts.

This NCSC infographic explains how you can create strong passwords and store them safely. It means you don't need to remember them.

You can protect your important accounts from being hacked by turning on two-factor authentication (2FA). It's also referred to as two-step verification or multi-factor authentication.

Turning on 2FA stops hackers from accessing your accounts. They won't be able to get in even if they know your password.

It does this by asking you to confirm that it's really you in a second way. This is usually done by asking you to enter a code that's sent to your phone.

Watch out for suspicious emails, calls and text messages

You'll probably receive many messages from online stores. You'll get this as a result of 'opting in' to receive messages from them.

Lurking in these genuine messages, may be fake ones. These can contain links which can steal your money and personal details. They can be very difficult to spot.

Of course, not all messages are bad. If something doesn't feel right, follow the NCSC guidance on dealing with suspicious emails, phone calls and text messages.

If you have received an email which you're not quite sure about, forward it to the NCSC Suspicious Email Reporting Service (SERS). Send it to report@phishing.gov.uk.

If you've received a suspicious text message, forward it to 7726. It won't cost you anything. It allows your provider to investigate the text and take action (if found to be a scam).

If you come across an advert online that you think might be a scam report it via, Advertising Standards Authority (ASA) website. This allows ASA to give online service providers with the details they need to remove these from websites.

If things go wrong

If you think your credit or debit card has been used by someone else, let your bank know straight away. They can block anyone using it.

Always contact your bank using the official website or phone number. Don't use the links or contact details in the message you have been sent or given over the phone.

If you think you have responded to a suspicious email or text message, or visited a scam website, read the NCSC's guidance on dealing with scam emails, phone calls and text messages.

All reports of fraud and any other financial crime should be reported to Police Scotland on 101.

There's also a dispute resolution should things go wrong. However, they may not provide the same protection as a card provider. Check their terms and conditions before your sign up.

When it's time to pay, check there's a 'closed padlock' icon in the browser's address bar.

The padlock icon doesn't guarantee that the retailer itself is legitimate/reputable (and that their website is secure). It means that the connection is secure.

If the padlock icon is not there then don't use the site. Don't enter any personal or payment details, or create an account. Also be aware if the browser says not secure.



Handprint Wreath Craft



This handprint wreath would be perfect to make as a gift to give at Christmas. You can even make a family handprint wreath by using the handprints from all of your kids (and parents too!) to give to grandparents.

Supplies Needed to Make a Handprint Wreath

You only need a few supplies to make this beautiful keepsake wreath:

- Green cardstock
- Red pom poms
- Red craft rhinestones
- Red ribbon
- Paper plate
- Green paint (optional)

How to Make a Handprint Wreath

- First cut out the circle center of your paper plate.
- Then paint it green. This is optional as most of the paper plate won't be shown but a few small pieces may peak through.
- Now cut out your handprints.
- Because you need quite a few, you can trace and cut out one and then use that to trace the rest. You can also fold over the cardstock 4 times so that when you're cutting you get 4 handprints. (We used 12 handprints – 6 lighter green and 6 Christmas tree colored handprints)
- Now glue to your paper plate.
- Alternate the different green handprints when gluing down.
- Glue on your pom poms and rhinestones. (We put 3 together to make them look like holly.)
- 5. Finally add a red ribbon bow to the front and a loop of ribbon to the back for hanging.



Reindeer & Snowman Chocolate Bark



Get the kids involved in making some tasty Christmas treats. These would also be perfect as a gift for teachers.

Method

STEP 1

Line a baking tin with baking parchment. Heat both chocolates in separate bowls in the microwave in 30-sec blasts, or over pans of simmering water. Pour the dark chocolate into the baking tin, then pour the milk chocolate on top in a trail. Spread the chocolate out to make a reasonably thick slab.

STEP 2

Arrange the red smarties over the slab at intervals – these are the reindeer noses. Cut a marshmallow in half and press above the smarties to make eyes. Snap a pretzel in half for each set of antlers, snapping off any excess pretzel, then push into the chocolate near the noses.

STEP 3

To make the snowmen, arrange the rest of the marshmallows in lines of three. Use pieces of pretzel for the arms and a piece of shoe lace for the scarf. Sprinkle over the stars and sprinkles, then leave the chocolate to set completely.

Ingredients

- 100g milk chocolate, chopped
- 100g dark chocolate, chopped
- 7 red Smarties
- 8-10 small pretzels
- 22 white mini marshmallows
- 1 red jelly shoe lace, cut into lengths
- sprinkles and stars
- black food writing pens

STEP 4

Once the chocolate is hard, use an icing pen or small brush dipped in black food colouring to add pupils to the reindeer eyes, and faces and buttons for the snowmen. Use a knife to cut the bark into pieces around the reindeer and snowmen. To give them as gifts, put the chocolate shards in cellophane bags and tie with a pretty ribbon.



Trafalgar Housing Association Quarterly Tenant Satisfaction Results (October - December 2023)

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

100%

satisfied with the quality of their home

100%

satisfied with being kept informed

100%

satisfied with opportunities to participate

100%

satisfied with overall service

100%

satisfied with management of the neighbourhood

100%

satisfied with the quality of repairs and maintenance service

100%

satisfied with value for money



A varied programme of events in welcoming warm spaces is available for residents during the colder months, as part of the council's Winter in West Dunbartonshire initiative.

From family friendly clubs, to art and crafts, IT courses and book discussions, the schedule of free winter events taking place in buildings including libraries offers plenty of variety for residents of all ages.

The Council's Winter in West Dunbartonshire programme, now in its second year, has been developed to ensure that any resident who wants to keep warm this winter can make use of the buildings open throughout the day, enjoy activities and access support.

It is one of a raft of initiatives from the Council which will help residents with the cost of living crisis.

Last year, a number of schemes were introduced to reduce the impact of soaring prices on residents, including a £1million cost of living fund, a £250,000 Energy Fund and £1000 a week additional funding for food banks.

Councillor Michelle McGinty, Chair of the cross party Cost of Living Working Group, said: "We know many of our residents are impacted by the rising cost of living and this is even more of a pressure during winter when they need to heat their homes. Our priority remains to ensure that we do all we can to help people to stay warm in their own homes, and our range of initiatives through the Cost of Living fund will go some way towards this. Our Winter in West Dunbartonshire programme supplements this, and allows residents to make use of the large network of welcoming spaces we have, which will tackle loneliness and isolation as well as supporting people to keep warm.

"These hubs are open throughout the year but are especially important for vulnerable residents during the colder months."

Councillor Clare Steel, Vice Chair of the Working Group, added: "Supporting our communities is always our priority and that is why, during this cost of living crisis, we are taking urgent, and tangible action to ensure that our residents are supported.

"Residents can attend for activities at these locations without any need to discuss their personal circumstances, which will help reduce the stigma that often exists around poverty and asking for support."

As part of the Winter in West Dunbartonshire initiative, free tea and coffee will be provided across the library network.

The full list of events and activities is available here and will be updated regularly:

<https://www.west-dunbarton.gov.uk/winterinwd>

If you are worried about the cost of living and are struggling financially, visit <https://www.west-dunbarton.gov.uk/benefits-and-grants/cost-of-living/> for some tips, or contact our working4U team via <https://www.west-dunbarton.gov.uk/jobs-and-training/working4u>



Open Monday - Friday 10am - 4pm

01389 764135

FREEPHONE 0800 345 7050

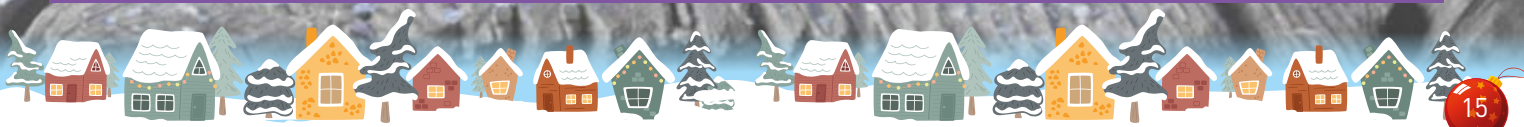
West Dunbartonshire Community Foodshare offer a wide range of services to West Dunbartonshire residents in need.

- **Emergency Food** - emergency food parcels can be delivered to anyone in need across West Dunbartonshire, our food packs include fresh, frozen, ambient, bakery and toiletries. Deliveries are made the next working day.
- **School Uniform Bank** - new uniforms, school bags, jackets and shoes can be provided to those in need. This is dependent on funding and colour/size availability.
- **School Holiday Brunch Bag** - During school holidays brunch bags containing a breakfast and lunch for each day that the school is off can be provided.

These are for children who would normally have access to Breakfast Clubs and school lunches and for families struggling with the additional food costs during holidays. They are able to run this project due to funding from Cash for Kids.

- **Fuel Vouchers** - They have access to Emergency Vouchers, which are for Gas & Electricity Top Up Meters. The vouchers are for anyone who is struggling financially. To apply you must meet our eligibility criteria.

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



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



Safety Precautions: Locations of Shut Off Valves for Gas and Water



1. Always carry a torch

2. Phase 1 and Phase 2 – 426 to 434 Dumbarton Rd, 2 – 8 Trafalgar St.

- Water main stopcocks are located in the old Gledhill storage tank cupboards.
- Gas shut off valves are located beside the meters and are located inside corner kitchen base units.
- Electric meters are located in the entrance lobby and mains switch is located in adjacent distribution boards.

3. Phase 3 – 12 to 20 Trafalgar St

- Water main stopcocks are located in electric meter cupboards or in pipe chase in bedroom wardrobe nearest front door.
- Gas shut off valve located beside meter in electric meter cupboard in hall.
- Electric meter in hall cupboard.

4. Phase 4 – 22 to 30 Trafalgar St

- Water main stopcocks under kitchen sinks in all properties except upper flats located at foot of stairs.
- Gas shut off valves located in external meter boxes.
- Electric meter in hall store cupboard in all properties, except upper flats isolation switches at foot of stairs.

5. Phase 5 – 438 to 448 Dumbarton Rd (cottages)

- Water main stopcocks located in hall store cupboard.
- Electric meter located in hall store cupboard.
- Gas meters located externally

6. Phase 5 – 450 – 456 Dumbarton Rd, 32 & 34 Trafalgar St

- Water main stopcocks located in meter cupboard in hall nearest front door except 32a, G/1, G/2, 34a, G/1 and G/2 located under sink in kitchen.
- Gas shut off valves in meter cupboards in hall except 32a, G/1, G/2, 34a, G/1 and G/2 which are located externally.
- Electric meter in hall cupboard nearest front door.

7. Phase 6 – 480, 482 Dumbarton Rd & 36, 40, 42, 46, 48, 52, 54, & 58 Trafalgar St - Main Doors

- Water mains stopcocks located under kitchen sinks.
- Electric meters located in hall cupboard.
- Gas meters located externally.

8. Phase 6 – 38, 44, 50, 56, & 60 Trafalgar St (flats)

- Water main stopcocks located in meter cupboard in hall.
- Gas meters in cupboard in hall.
- Electric meters in cupboard in hall.

9. Phase 1 & 2 Terraces Houses

- Water main stopcocks located under kitchen sink.
- Gas meters located externally.
- Electric meters located in under stair store.

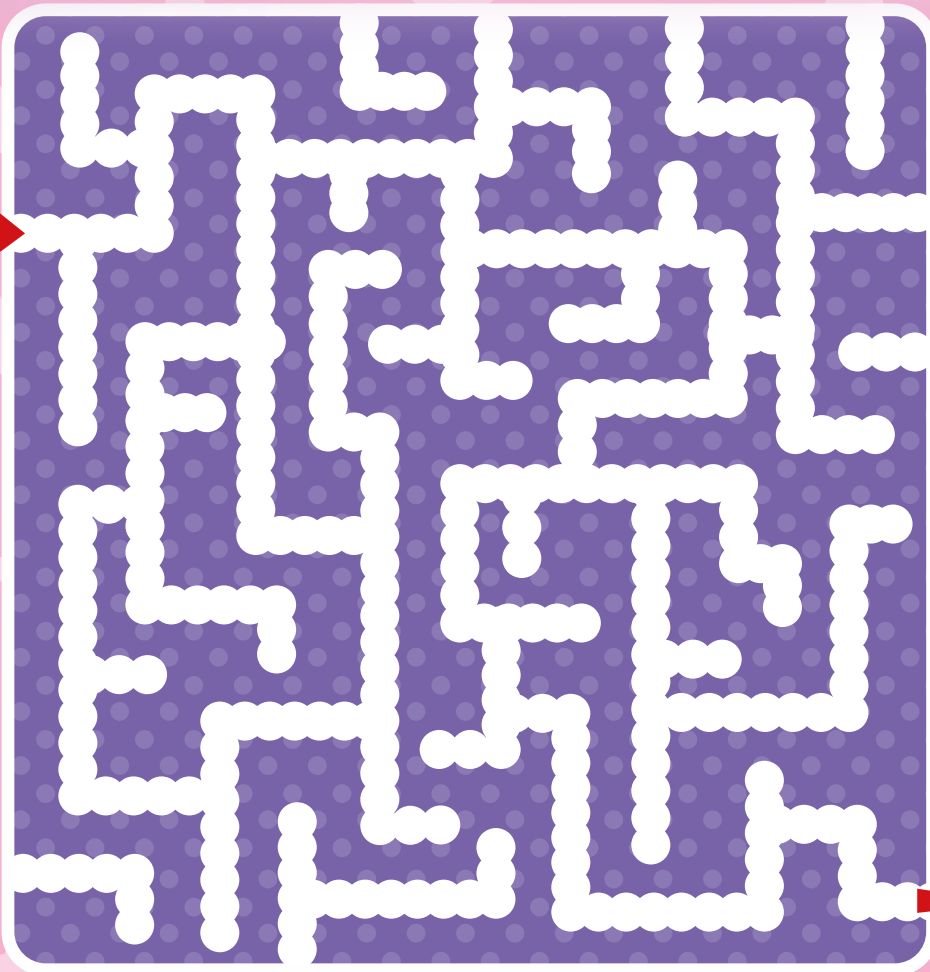
10. Phase 1 & 2 Terraces Flats

- Water main stopcocks located in hall store nearest front door.
- Gas and electric meters in same store.



KIDS PUZZLES

Can you spot 12 differences?



**find
the
way!**



USEFUL TELEPHONE NUMBERS



TRAFALGAR HOUSING ASSOCIATION 0141 952 4676

EMERGENCY REPAIRS (OUT OF HOURS)

Bield 0800 783 7937

MENTAL HEALTH SERVICES

Breathing Space 0800 838587

CARA
(Challenging & Responding to Abuse) 01389 738595

Goldenhill Resource Centre 0141 941 4400

Primary Care Mental Health Team 01389 828203

Riverview Resource Centre 01389 812070

Stepping Stones 0141 941 2929

Samaritans 116 123

Vale Centre for Health and Care 01389 828200

WEST DUNBARTONSHIRE COUNCIL

Emergency Homelessness 0800 197 1004

WDC Main Number 01389 737000

WD Carers Centre 0141 941 1550

WD Mental Health Forum 01389 742294

WD Welfare Rights 0800 980 9070

POLICE

Emergency 999

Non- Emergency 101

OTHER USEFUL NUMBERS

Lomond & Argyll Advocacy Service 01389 726543

NHS 24 111

West Dunbartonshire CAB 0800 484 0136

West Dunbartonshire Advice Service 01389 776929

West Dunbartonshire CVS 0800 484 0136

Old Kilpatrick Food Parcels 07368 496836

West Dunbartonshire Community Foodshare 0800 345 7050

Crisis Counselling 0141 812 8474

Dumbarton Council on Alcohol - Clydebank 0141 952 0881

Alternatives - Clydebank 0141 951 2420

Women's Self Injury Helpline 0808 800 8088

Trauma Counselling Line 0808 802 0406

Women's Aid Clydebank 0141 952 8188

Y Sort It 0141 941 3308

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



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