

# newsletter

THE NEWSLETTER OF TRAFALGAR HOUSING ASSOCIATION

## We are happy to welcome you to Trafalgar Housing Association's Summer 2021 Newsletter!

We trust that you will find lots of interesting and helpful information in this newsletter on a variety of topics including a number of great competitions and we would love for you all to get involved!

We hope that you and your families are keeping safe during these challenging times and we hope to see you all again soon. At the moment our offices still remain closed until further notice however our staff are working hard to ensure that we continue to provide you with an excellent level of service.

We currently have a number of opportunities on offer including joining our Management

Committee, Residents Panel or becoming a General Member of the Association. We are very keen to hear from individuals who are passionate about the community and would like to play their part in helping us to make positive changes. More information about each of these roles can be found in this newsletter.

During this time if you need to get in touch with us regarding any issues please contact us on 0141 952 4676 or you can email us at [admin@trafalgarha.co.uk](mailto:admin@trafalgarha.co.uk)

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





## PERIODIC ELECTRICAL INSPECTIONS/ FIRE DETECTION UPGRADES

Two of our electrical contractors – Garring and Clyde Electrical Solutions have been carrying out electrical safety checks and upgrades of the smoke alarms and carbon monoxide alarms in some of our properties since last autumn. Unfortunately, as a result of Covid restrictions, this programme had to be put on hold temporarily but is now underway again. Due to a change in legislation, we are required to have installed new interlinked smoke/heat and carbon monoxide alarms in all of our properties by the end of February 2022 and to carry out electrical safety checks every 5 years.

Both contractors have been having some difficulties getting access to properties to carry out this work. We really do understand that some tenants are still nervous about allowing workmen into their houses but please be assured that all our tradesmen will adhere to the latest Government guidelines when visiting your home. These measures are necessary, not only for the safety of yourself and your household, but Trafalgar, as your landlord is required to carry them out by law and so we would appreciate your co-operation in allowing access for this essential work to be carried out.



## PLANNED MAINTENANCE

We are in the process of carrying out boiler upgrades in the Terraces area; this will complete the boiler replacement programme across all of our properties.

The kitchen replacement programme will take place in properties in Terraces Phase 1 – West Thomson Street, Windsor Crescent and Spencer Street over August-October. Kitchens in Phase 2 of the Terraces – Windsor Crescent Lane, Singer Street and Crown Avenue in the new financial year 2022-23.

## OUT OF HOURS/ EMERGENCY CONTRACTORS



Following a review of our emergency repair response times, it was decided to cease using City Building as our out of hours contractor for emergency repairs.

The emergency contact number outwith office hours remains unchanged and is **0800 783 7937** but the following contractors will respond to the emergency:

<b>Central heating Services</b>	Hiflow until 30 August 2021 then Kingdom Gas
<b>Plumbing</b>	Hiflow
<b>Electrical</b>	Clyde Electrical Solutions
<b>Joinery</b>	ADR
<b>Drainage</b>	Mitchell Drainage

## MEDICAL ADAPTATIONS

Are you struggling to get in and out of the bath or to get up and down the stairs or are there any alterations that you feel that we could do to make your life a bit easier? If so you can either contact your GP for a referral letter or contact Alison or Charlie at the office to discuss this further. Trafalgar receives a grant of

£20,000 from the Scottish Government to help fund medical adaptations and in the last financial year we were able to assist 7 households so please get in touch if we can help you.

Here is a picture of a medical adaptation recently completed by our great team.



# Garden Maintenance

Our wonderful tenants Mrs Campbell and Mrs Simpson showcasing their colourful gardens.



## Our new partner - Energy Angels

Energy Angels have partnered with Trafalgar Housing Association, adding to the 600,000 UK homes under our management for energy supplies.

As well as supporting Trafalgar Housing Association's staff, we are here to help residents too. The cost of energy is a key outgoing for any household; by engaging residents, supported by our switching site, we aim to make sure everyone receives affordable gas and electric.

An estimated 11 million UK households are still on a standard variable energy tariff, and we aim to ensure that residents are aware of the options available to suit their budget and requirements.

Our switching site, exclusive to Trafalgar Housing Association residents offers an open and transparent market comparison, so that customers can know exactly how they stand to benefit by switching to the cheapest possible tariff.

Trafalgar Housing Association is thrilled to be working in partnership with Energy Angels!

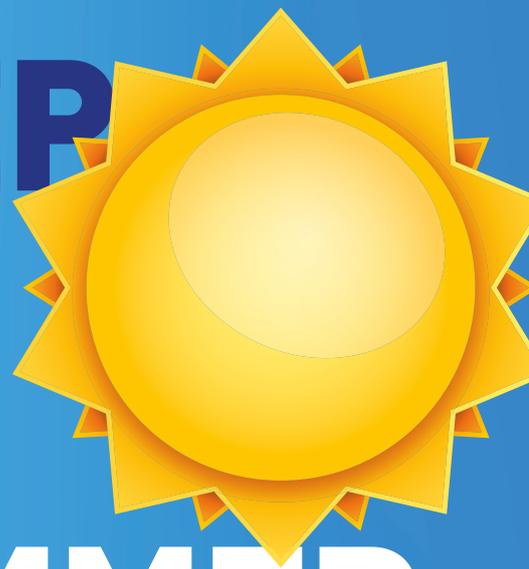


# Garden Competition

Summer has arrived and this year's gardening competition is all about recognising Trafalgar's keen gardeners. Gardens were judged throughout the month of July and prize winners will be announced at the AGM in September. Thank you all for the effort made and we look forward to seeing our estate in full bloom.



# TIPS TO KEEP YOURSELF PROTECTED DURING SUMMER



## Sun safety tips:

- Spend time in the shade between 11am and 3pm
- Use sunscreen with a high sun protection factor (SPF) of at least 30 to protect against UVB and UVA rays
- Cover up with suitable clothing, sunglasses and a hat
- Wear light, loose clothing and choose light coloured clothes.
- Apply your sunscreen regularly throughout the day to make sure you do not burn
- Take extra care with children
- Stay hydrated with water
- Limit alcohol as it increases dehydration
- Avoid extreme physical exercise and drink lots of water when active



## Signs of heat-related harm:

- Feeling dizzy, weak, headaches and extreme thirst – move to a cool place as quickly as possible and drink water to rehydrate
- Painful and brief muscle cramps particularly in the legs, arms or abdomen e.g. after exercise during very hot weather – rest immediately in a cold area and rehydrate with an electrolyte drink

Call 999 if symptoms of heat stroke develop.

For more health advice and information please visit:  
[www.nhs.uk](http://www.nhs.uk)

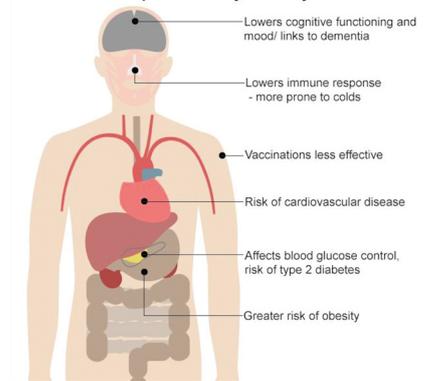


# Hot weather: How to sleep in the heat

With much of the UK experiencing high temperatures, the difficulty of getting a good night's sleep will be on many people's minds.

But there are things you can do to beat the heat.

How lack of sleep can affect your body



Source: BBC



<https://www.bbc.co.uk/news/health-49072212.amp>

## 1. No napping

Hot weather can make us feel a bit lethargic during the day. That's because we're using more energy to regulate our internal temperature.

But if your sleep is disturbed at night, try to avoid napping during the day. When it's hot, sleepiness can be precious - save it for bedtime.

## 2. Keep to routines

Hot weather can encourage you to change your habits. Don't. That can disrupt sleep.

Try to keep to your usual bedtime and routines. Do the things you normally do before bed.

## 3. Remember the basics

Take steps to make sure your bedroom is as cool as it can be at night.

During the day, draw the curtains or blinds to keep the sun out. Make sure you close the windows on the sunny side of your home, to keep hot air out.

Open all the windows before you go to bed, to get a through breeze.

## 4. Use thin sheets

Reduce your bedding but keep covers handy. Thin cotton sheets will absorb sweat.

However hot it is in your bedroom, your body temperature will fall during the night. That's why we sometimes wake up feeling cold.

## 5. Chill your socks

Using even a small fan can be sensible in hot weather, especially when it's humid.

It encourages the evaporation of sweat and makes it easier for your body to regulate your internal temperature.

If you don't have a fan, try filling your hot water bottle with ice cold liquid instead.

Alternatively, cool socks in the fridge and put those on. Cooling your feet lowers the overall temperature of your skin and body.

## 6. Stay hydrated

Drink enough water throughout the day but avoid drinking very large amounts before bed.

You probably don't want to wake up thirsty - but you don't want to take an additional trip to the bathroom in the early hours either.

## 7. But think about what you drink

Be careful about soft drinks. Many contain large amounts of caffeine, which stimulates the central nervous system and makes us feel more awake.

Avoid drinking too much alcohol as well. Many people drink more when the weather is hot.

Alcohol might help us fall asleep but it promotes early morning waking and a poorer quality of sleep overall.

## 8. Stay calm

If you're struggling to sleep, get up and do something calming. Try reading, writing, or even folding your socks.

Just make sure you don't play on your phone or a video game - the blue light makes us feel less sleepy and the activity is stimulating.

Return to bed when you feel sleepy.

## 9. Think of the children

Children are usually quite robust sleepers - but they are very sensitive to changes in family "mood" and routine. Make sure usual bedtimes and bath times don't go out of the window just because it's warm.

As part of the bedtime routine, lukewarm baths are recommended by the NHS UK website. Make sure they aren't too cold, as that will boost circulation (your body's way of keeping warm).

A baby can't let you know if they're too hot or too cold, so it's important to monitor their temperature. They'll sleep best when the temperature is kept between 16C and 20C.

You could install a thermometer where the baby is sleeping or check their forehead, back or stomach to see if they feel hot to the touch.

## 10. Get over it

Most of us need about seven to eight hours of good-quality sleep each night to function properly.

But remember that most people can function well after a night or two of disturbed sleep.

Although you might yawn a little more frequently than usual, you'll probably be fine.

# 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 10-4pm Monday to Thursday and 10-1pm on a 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](mailto:collective.clydebankwa@gmail.com)

24HR DOMESTIC ABUSE HELPLINE: 0800 027 1234



## COVID-19 Home Fire Safety Checklist



With all of us spending more time at home due to COVID-19 there can be an increased risk of fire.

Here are some steps to help you stay safe in these challenging times:

- Don't leave cooking unattended and don't cook if you're tired, under the influence of alcohol or drugs or on strong medication.
- If you smoke, smoke outside, at an open external door or window and never while under the influence. Always use an appropriate ashtray.
- Using a laptop? Make sure it's placed on a hard surface to prevent overheating.
- Always turn computers and laptops off at night.
- Don't overload electrical sockets.
- Make sure all common areas and exits are kept clear of any combustible materials and don't leave any items in escape routes.
- With bin collections reduced at this time it is important that flammable items like cardboard or paper are safely stored.



## COVID-19 Home Fire Safety Checklist

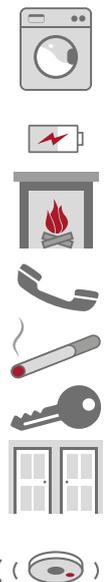


At night when you go to bed:

- Ensure white goods such as washing machine, dishwashers or tumble dryer are switched off, and never used while sleeping or out.
- Switch off all electrical appliances not designed to be left on overnight.
- Don't leave chargeable items like phones and tablets charging overnight.
- Turn off portable heaters and put a fire-guard around the fire place.
- Keep mobility aids and any methods of calling for help accessible for a cared for person.
- Before going to bed, check any candles and cigarettes are extinguished.
- Make sure the main door keys are accessible and in a safe place.
- Close all the internal doors before going to bed.

And finally:

- Make sure you have working smoke alarms. Test them once a week.



# KITCHEN SURVEY RESULTS

Thank you to the 10 tenants who returned surveys for the kitchen replacement contract carried out in 2020 in Phase 6 properties in Trafalgar Street and Dumbarton Road. 23 tenants were sent a survey form, with those who returned a completed form being entered into a prize draw for a £50 Asda voucher. The winner was Elizabeth Simpson – Congratulations!

The feedback is useful to help us monitor the performance of contractors as well as how our contracts are managed in general and we will contact those tenants who raised any negative concerns; however overall, the feedback was very positive.

The results are noted below.

Question	Very Satisfied (number)	Satisfied (number)	Dissatisfied (number)	Very Dissatisfied (number)
How satisfied were you with the unit/worktop choices?	3	4	1	2
How satisfied were you with the attitude of the tradesmen carrying out the work?	4	5	1	
How satisfied were you with the condition that your property was left in at the end of the contract?	4	5		
Overall how satisfied were you with the quality of the work?	3	3	3	1
How satisfied were you with the service provided to you by Trafalgar Housing Association?	7	3		
How satisfied were you with the information provided by Trafalgar Housing Association?	5	4	1	

Question	Yes	No
Did you have any difficulty contacting the Association or getting information from us?		10
Do you have any problems or issues relating to the kitchen contract?	5	5
Do you feel that we could improve this service?	5	4
Do you feel that you have been treated fairly?	8	2
Would you like to be sent a summary of the survey results once collated?	7	3
Would you be interested in joining our Management Committee?	1	8
Would you be interested in taking part in short term focus groups to provide feedback to the Association on particular issues?	1	8

## KITCHEN REPLACEMENT CONTRACT – FINISHED RESULTS



# Quick & Easy Summer

## Banana Loaf

### Ingredients:

- 100g (4oz) butter, softened
- 175g (6oz) caster sugar
- 2 eggs
- 2 ripe bananas, mashed
- 225g (8oz) self-raising flour
- 1 tsp baking powder
- 2 tbsp milk

### Instructions:

You will need a 900g (2lb) loaf tin, 17 x 9 x 9cm (6½ x 3½ x 3½in) base measurement.

Lightly grease the loaf tin and line it with non-stick baking parchment.

Pre-heat the oven to 180°C/350°F/Gas Mark 4.

Measure all the ingredients into a mixing bowl and beat for about two minutes, until well blended; an electric mixer is best for this but of course you can also beat by hand with a wooden spoon.



Spoon the mixture into the prepared tin and level the surface.

Bake for about one hour, until well risen and golden brown. A fine skewer inserted in the centre of the cake should come out clean.

Leave the cake to cool in the tin for a few minutes, then loosen with a small palette knife and turn the cake out. Remove the lining paper and leave on a wire rack to cool completely. Slice thickly to serve.

# Y Sort It – Charity Youth Centre

Y Sort It Charity Youth Centre provides a dedicated youth friendly space with various weekly youth activities offered throughout the West Dunbartonshire area. The Y Sort It outreach bus helps provide youth activities across the local communities of West Dunbartonshire and their unique Carbeth hut, the Gillie Dhu, provides an opportunity for young people and children to enjoy the outdoors located in the Carbeth Hutting Community, Stirlingshire. They also developed a local shop front into a bike maintenance work shop & training space for their StreetBikes initiative.

To find out more information about the great services that Y Sort It provides please visit their website or Facebook page or contact them on:

Tel: 0141 941 3308

Email: [info@ysortit.com](mailto:info@ysortit.com)

Address: 5 West Thomson Street, Clydebank, G81 3EA

## Y Sort It – Charity Youth Centre: [ysortit.com](http://ysortit.com)

- Dedicated youth friendly space
- Various weekly youth activities offered through West Dunbartonshire
- Provides opportunities for young people and children to enjoy the outdoors
- Maintenance work shop and training space for StreetBikes initiative

# Baking Recipes

## Classic scones with jam & clotted cream

### Ingredients:

- 350g self-raising flour, plus more for dusting
- 1 tsp baking powder
- 85g butter, cut into cubes
- 3 tbsp caster sugar
- 175ml milk
- 1 tsp vanilla extract
- Beaten egg, to glaze
- Jam and clotted cream, to serve

### Instructions:

#### STEP 1

Heat the oven to 220C/200C fan/gas 7. Tip the self-raising flour into a large bowl with ¼ tsp salt and the baking powder, then mix.

#### STEP 2

Add the butter, then rub in with your fingers until the mix looks like fine crumbs. Stir in the caster sugar.

#### STEP 3

Put the milk into a jug and heat in the microwave for about 30 secs until warm, but not hot. Add the vanilla extract and a squeeze of lemon juice, then set aside for a moment.

#### STEP 4

Put a baking tray in the oven. Make a well in the dry mix, then add the liquid and combine it quickly with a cutlery knife – it will seem pretty wet at first.



#### STEP 5

Scatter some flour onto the work surface and tip the dough out. Dredge the dough and your hands with a little more flour, then fold the dough over 2-3 times until it's a little smoother. Pat into a round about 4cm deep. Take a 5cm cutter (smooth-edged cutters tend to cut more cleanly, giving a better rise) and dip it into some flour. Plunge into the dough, then repeat until you have four scones. You may need to press what's left of the dough back into a round to cut out another four.

#### STEP 6

Brush the tops with a beaten egg, then carefully arrange on the hot baking tray. Bake for 10 mins until risen and golden on the top. Eat just warm or cold on the day of baking, generously topped with jam and clotted cream. If freezing, freeze once cool. Defrost, then put in a low oven (about 160C/140C fan/gas 3) for a few minutes to refresh.

# INTRODUCING: KINGDOM GAS SERVICES

We are happy to introduce our new gas contractor Kingdom Gas Services who will start working with us from September 2021.

Kingdom Gas Services have been operating as a Specialist Heating Company for over 20 years throughout mainland Scotland. They are a family run business who operate a tight-run ship of long-servicing local engineers who take pride in delivering a quality service.

We are delighted to be working with this great team and to continue providing our tenants with excellent maintenance and repair services.



# Free school meals 90,000 children to benefit.

More than 90,000 primary school pupils will be entitled to new free school meal support in term time.

The Scottish Government and local authority partners have reached agreement to introduce universal free school lunches for primary 4 and 5 children and targeted support during school holidays for all eligible primary and secondary children and young people.

The £28 million commitment will deliver free school lunches during term time for P4 children by August 2021 and to P5 children by January 2022

A further £21.75 million will provide targeted free school meal support during school holidays in 2021-22. This will start in July for around 145,000 primary and secondary children and young people from low income households.

Councils will determine what approach in school holidays meets local needs and circumstances, which may include the provision of direct payments, vouchers or food parcels.

#### **Education Secretary Shirley-Anne Somerville said:**

“Free school meals are a vital support to thousands of children and young people across the country – ensuring that children have access to a free, healthy and nutritious meal every day they are in school and are ready to engage in learning.

“The provision of £49.75 million in new funding to local authorities demonstrates our support for the health and wellbeing of children and young people and our commitment to reduce the impact of poverty on thousands of families across the country.”

#### **Councillor Stephen McCabe of COSLA said:**

“Councils across Scotland have long been committed to delivering healthy free school meals – to eligible children and young people. We are pleased that, in partnership with Scottish Government, this commitment can be further expanded upon by providing free school meals to all Primary 4s in August 2021 and Primary 5s in the later part of the academic year.

“Local authorities will continue to work hard to ensure that children and young people have access to healthy and nourishing meals so that they are fully able to learn, play, and engage with their peers and communities.”

#### **Background**

A Programme Governance Board, jointly chaired by the Cabinet Secretary for Education and Skills and the COSLA spokesperson for children and young people, will monitor implementation, oversee financial monitoring and development of proposals.

For more information please visit: <https://www.gov.scot/news/free-school-meals-1/>



# The Recycle Room

The Recycle Room Charity provides a free service to the community to allow them to recycle their unwanted household items, from clothing to household textiles all donations are greatly appreciated and are given to others in need.

For more information on their upcoming events, to donate or to find out more about how The Recycle Room can help you please visit their Facebook page or contact them at:

Email: [therecycleroom1@gmail.com](mailto:therecycleroom1@gmail.com)



Address: Unit 9a Clyde St Business Centre  
Clyde St, Clydebank, (Buzzer 29 on the main door)

# Golden Friendship Club

The Golden Friendship Club is a charity which promotes social inclusion. They work closely with members of the community who are elderly, people who have disabilities and require carers or are in assisted living. They provide both recreational facilities and activities for these groups in the community.

Golden Friendships encourage members to participate in events, allowing integration and socialisation within the community. They currently have around 200 members, who have overcome many disabilities and age problems, many feel vulnerable and afraid. Happily many members are growing in confidence and making lasting friendship with other members.

Golden Friendships currently have some fantastic events on for the community including:

**Monday**

Knitting Club

**Tuesday**

Bingo / Play Your Cards Right

**Tuesday**

Live Entertainment

**Monday, Tuesday and Friday**

Golden Summer Kids Club (Children will need an adult to be present when attending)

For more information on the events

taking place at Golden Friendships contact them on;

**Email:**

[enquiries@goldenfriendships.org.uk](mailto:enquiries@goldenfriendships.org.uk)

**Phone:** 07957568330

**Address:**

Golden Friendships Community Halls  
18 Nairn Place  
Dalmeir, G81 4AU



# Join Our Management Committee

Would you be interested in joining our Management Committee and helping to make a real difference to your community?

We are looking for tenants to join our management committee and take part in making important decisions relating to the Association. 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 month and are currently conducted remotely using Microsoft Teams.

## What is the Management Committee?

Trafalgar's Management Committee has an important responsibility of directing and controlling the affairs of the Association.

## How do I join?

The usual way to become a member of the Management Committee is to be elected at the AGM (Annual General Meeting) which takes place every September. To stand for election you need to fill out a nomination form and return it to the office no later than 7 days prior to the AGM.

Alternatively, if you wish to join the Management Committee during the next year you can be invited on to fill any 'casual vacancies' that exist. However, you would then need to be formally elected at the next AGM.

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



# Would you like to become a General Member of Trafalgar Housing Association?

Trafalgar Housing Association is a community controlled Housing Association based in West Dunbartonshire that provides housing support and services to tenants. With just over 300 properties we are West Dunbartonshire's smallest public sector landlord but we like to think we are one of the best and pride ourselves on providing high quality housing and services to our tenants and owners. Our customers are at the centre of our business and we value their feedback and they play a pivotal role in the decisions that the Association makes.

## Can anyone become a general member?

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](http://www.trafalgarha.co.uk/becoming-a-general-member)

Membership costs £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.

If you are interested about learning more about this opportunity please contact the Association on:

**Tel: 0141 952 4676**

**Email: [admin@trafalgarha.co.uk](mailto:admin@trafalgarha.co.uk)**



## COMMITTEE MEETING UPDATES

Our last Committee Meeting was held on 30/06/2021 remotely over Microsoft Teams.

Items of interest discussed in the most recent committee meeting:

- Tenant Engagement
- 30 Year Financial Projections
- Financial Analysis
- Improvement Plan
- ARC Comparison Report
- Maintenance Report
- Health and Safety Report
- Housing Information and Updates
- Training



# Join Our Residents Panel

Residents of Trafalgar Housing Association (tenants and owners) are welcome to get involved to help improve our standard of 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. The panel is also consulted on policies that affect residents and other service users.

If you would like to get involved, please contact Angela on 0141 952 4676 or email [admin@trafalgarha.co.uk](mailto:admin@trafalgarha.co.uk)





**FACE  
COVERINGS**



**AVOID  
CROWDS**



**CLEAN  
HANDS**



**TWO  
METRES**



**SELF-  
ISOLATE**

**Book a test if you have symptoms.  
Stopping the spread starts with all of us.**

**#WeAreScotland**

[gov.scot/coronavirus](https://gov.scot/coronavirus)

# CORONAVIRUS GUIDANCE

## If you have symptoms

Anyone in Scotland with COVID-19 symptoms can be tested. For coronavirus symptom information go to NHS Inform.

You take a PCR test and have the results within 48 hours (PCR stands for polymerase chain reaction). The test looks for the genetic code of the virus and involves taking a swab of the throat and nose.

## Timing of the test

You should get tested in the first 3 days of coronavirus symptoms appearing, although testing is considered effective up until day 5.

No testing should be undertaken after day 5, unless it's for a specific reason which will be agreed on a case by case basis by local microbiologists.

## How to book

There are different ways to request a test if you have symptoms.

You can:

- Use the self help guide: 'Access to testing for Coronavirus' on the NHS Inform website to help you select the right test. You can

access this on: [www.nhsinform.scot/self-help-guides](https://www.nhsinform.scot/self-help-guides)

- Book a PCR test to check if you have coronavirus on gov.uk
- If you live in Highland, Orkney, Shetland, or the Western Isles, you can book a test via your health board website
- Call 119
- Book a priority symptomatic test slot if you are an essential worker through the essential worker portal on gov.uk

## Test Results

**Help stop the spread of COVID-19.**  
Get your rapid COVID-19 test now, even if you don't have symptoms.

Results are sent by text and should be with you within 48 hours. Results are issued to whoever booked the test.

## Asymptomatic Drop-in Testing Facilities

**Got symptoms?  
Walk-through testing  
centres now open**

NHS TEST & PROTECT

People who have COVID-19 may not show symptoms, or they may be so mild that they are not recognised to be the virus. This means that without knowing they could be spreading the virus to family, friends, colleagues and the wider community. In order to stop the spread of Coronavirus West Dunbartonshire residents are able to take tests at the following asymptomatic test centres:

Clydebank East Community Centre, 65 North Elgin St, Clydebank, G81 1BY. Open 11.00am to 6:00pm Monday to Saturday  
Leven Valley Enterprise Centre, Castlehill Road, Dumbarton, G82 5BN. Open 11:00am to 6:00pm Monday to Saturday

**For more information visit [www.scot.nhs.uk](https://www.scot.nhs.uk) or [www.nhsinform.scot](https://www.nhsinform.scot)**

# Link Up West Dunbartonshire Volunteering Opportunities

Are you interested in being involved in some fantastic volunteering opportunities in West Dunbartonshire?

Browse through all opportunities available and find one that suits you by visiting the Link Up West Dunbartonshire website at [www.linkupwestdunbartonshire.org](http://www.linkupwestdunbartonshire.org)

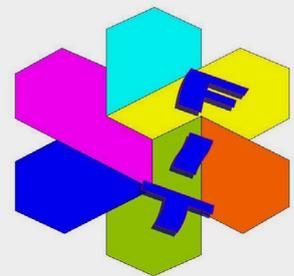
link up  
west dunbartonshire

A free online community featuring all things West Dunbartonshire!

About Login Join

295 members   108 organisations   25 projects   11 resources   119 opportunities   478 events

## MONEY AND DEBT ADVICE



The Independent Resource Centre provides advice on a wide range of benefits and welfare issues including checking your benefit entitlement and help with filling in benefit application forms. They can also provide you with advice on any problems you have with money, budgeting or debt.

Should you wish to talk to them they can be contacted on 0141 951 4040 or email them at [info@irc-clydebank.co.uk](mailto:info@irc-clydebank.co.uk) they are situated at 627 Dumbarton Road, Dalmuir G81 4ET.



# 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](http://www.firescotland.gov.uk)**



**SCOTTISH**  
FIRE AND RESCUE SERVICE  
Working together for a safer Scotland

## Bulk Uplift

If you have any items that require disposal please contact Angela or Sara on 0141 952 4676 to arrange uplift. Please ensure that any items are stored neatly and safely in the bin store area. We ask tenants not leave any items in closes or against the building as this could cause a fire or safety issue.



# 5 WAYS TO BETTER WELLBEING



for Scotland's mental health

**We all have mental health, just as we have physical health, and it's important that we take the time to look after it. Yet YouGov research shows that around a quarter of us never do.**

**There are lots of things we can do every day to support our wellbeing. The New Economic Foundation suggests the following five ways to better wellbeing.**

[www.samh.org.uk](http://www.samh.org.uk)



Scottish Charity No SC008897.  
Scottish Association for Mental Health.



## CONNECT

**Staying in touch with loved ones can make us feel happier and more secure; and often just having a chat can help to lift our mood.**

Put five minutes aside to ask someone how they are

Arrange to meet up with friends that you haven't seen in a while

Join a local group or club and meet new people in your community

1

## BE ACTIVE

**Being active isn't just good for our physical health; it's also proven to have a positive effect on our mental health and wellbeing.**

Go for a short walk at lunchtime

Discover a physical activity you enjoy and one that suits you

Try the NHS's Couch to 5K programme

2

## TAKE NOTICE

**Whether you're spending time with friends or taking a moment for yourself, try to stop to take notice and be aware of the present.**

Set aside time to practise mindfulness or take up yoga

Take notice of how your friends or colleagues are feeling

Spend time outdoors, enjoy the fresh air and notice what's around you

3

## LEARN

**Learning enhances your self-esteem and confidence, and can be a great way to meet new people.**

Sign up for a class and learn something new

Rediscover an old interest, such as cooking or gardening

Take on a new challenge to make or fix something

4

## GIVE

**Giving can be very rewarding – in fact those who report a greater interest in helping others are more likely to rate themselves as happy.**

Volunteer your time for a cause you are passionate about

Spend time with someone who you know has been having a difficult time

Fundraise for us and be part of Team SAMH!

5

# Citizens Advice Scotland

During the Covid-19 pandemic there has been a surge in the amount of scams targeting victims online. Online scams involve the internet such as websites, social media and emails. Citizens Advice Scotland have set up a Scams Action Service providing free, confidential help and information to individuals regarding online scams. The advice service can be used to report scams to help protect others, to seek guidance on the necessary steps to take if you have already fallen victim to a scam and have lost money or if you are worried that you may be scammed.

To report suspicious activity or speak to an advisor at Citizens Advice Scotland Scams Action Service call their free helpline on 0808 250 5050 available Monday to Friday from 9am – 5pm.

Website: [www.citizenadvice.org.uk/scotland](http://www.citizenadvice.org.uk/scotland)



For more information please visit [www.scotland.police.uk](http://www.scotland.police.uk)

**“Scams happen to anyone”**

citizens advice bureau

If it's happened to you, speak out to protect others. **Think. Report. Talk.**  
**#ScamAware**



**POLICE SCOTLAND**  
Keeping people safe  
POILEAS ALBA

## CYBER SAFETY & RESILIENCE TIPS

-  **1 Be aware it could happen to you.**  
The majority of crime involves an online element.
-  **2 Think before you click.**  
Curiosity, urgency, fear and greed are just some of the tactics used by criminals.
-  **3 Beware of scams.**  
Don't get caught by SCAMS - It's not just Phishing emails. It could be text, phone calls or social media.
-  **4 Keep software up-to-date and use a reputable anti-virus provider.**  
New threats and malware are released every day. Protect yourself and your devices.
-  **5 Protect your passwords.**  
Don't share your passwords. Make them unique and strong.
-  **6 Use 2 Factor Authentication on accounts.**  
Protect yourself with a 2nd layer of authentication.
-  **7 Protect your data.**  
Make regular back-ups, use secure WI-FI and encryption.
-  **8 Protect your mobile devices.**  
Keep your mobile devices securely locked and use a code, fingerprint or facial recognition to unlock.
-  **9 Keep up to date. Visit -**  
[www.scotland.police.uk/keep-safe/keep-secure-online/cybercrime](http://www.scotland.police.uk/keep-safe/keep-secure-online/cybercrime)
-  **10 Report Cybercrime -**  
Call 101 (non-emergency) 999 (Emergency)

# Scams Action Service

[www.scotland.police.uk](http://www.scotland.police.uk)



POLICE  
SCOTLAND

NPCC  
National Police Chiefs' Council

Cyber  
Aware

TO STOP FRAUD

## Received a suspicious email?

If you have received an email which you're not quite sure about, forward it to the Suspicious Email Reporting Service (SERS)

 [report@phishing.gov.uk](mailto:report@phishing.gov.uk)



[www.scotland.police.uk](http://www.scotland.police.uk)



POLICE  
SCOTLAND

NPCC  
National Police Chiefs' Council

Cyber  
Aware

TO STOP FRAUD

## Received a suspicious text message?

Suspicious text messages should be forwarded to 7726. This enables your provider to investigate the origin of the text and take action, if found to be malicious.

 7726



# Scam and Nuisance Calls



## Common Scam Calls:



### Misleading Telesales

A cold caller tries to sell insurance for white goods, SKY equipment, TVs, or other appliances. They may tell you that the insurance is due to be renewed and could ask for your bank details to process the payment.



### Bank Scams

A cold caller says that they are from your bank and tries to obtain your account details. or ask you to transfer money to another bank account. They may say that money has been transferred overseas from your account or that your account has been compromised.



### Home Repairs

A cold caller tells you that your plumbing or drainage cover needs renewed or that you need a new boiler. They could ask for your bank details to process the payment.



### Misleading Energy Marketing

A cold caller may tell you that you are eligible for green deal funding, grants or free insulation. They often ask you to pay for the products up front or take out a loan.



### Amazon Prime

A cold caller says that your Amazon Prime subscription is due for renewal or that there are issues with your account. They may ask for your bank details or ask you to allow them to access your computer remotely.



### Remote Access

A cold caller says that they are calling from your internet provider or Microsoft and asks you to download software or visit a website which will allow them to access your computer remotely.



### Telephone Preference Service

A cold caller says that they are calling from the Telephone Preference Service and offers to block nuisance calls for a fee. They may ask for your personal and bank details.



### Lottery / Prize Draw

A cold caller says that you have won a competition, prize draw or lottery. They may ask for your contact details and your bank details to pay a small 'processing fee'.



### Accident Claims

A cold caller claims that you are due compensation after a recent accident. They may ask for personal and banking details in order to process your claim.



### Lead Generation

A cold caller says that they are carrying out a survey. The purpose of these surveys is to gather your personal data, to be passed on to other cold calling companies.

# Scam and Nuisance Calls



## Avoiding Scam Calls:

-  Do not press 1 or follow any other instructions given in an automated message
-  Never give a cold caller any personal information, even if they already have some of your details.
-  Never agree to make any payments to a cold caller and never allow them to access your computer remotely
-  Contact your bank immediately if you think you may have made a payment to a scammer or if you are worried that a fraudulent transaction has been made from your account. Use the phone number on your bank statement or a publicly listed number (don't use a number given to you by a cold caller). To ensure that you are disconnected from the cold caller, phone another number such as 123 before phoning your bank or call them from another phone.
-  Don't agree to a home visit by a trader following a cold call.
-  Never agree to a purchase or contract during a cold call – get at least two other quotes from trusted companies.

## Find Trusted Information

[Advice Direct Scotland](http://www.consumeradvice.scot) - 0808 164 6000 | [www.consumeradvice.scot](http://www.consumeradvice.scot)

[Age Scotland](http://www.agescotland.org.uk) - 0800 12 44 222 | [www.agescotland.org.uk](http://www.agescotland.org.uk)

[Citizens Advice Scotland](http://www.cas.org.uk) - 0800 028 1456 | [www.cas.org.uk](http://www.cas.org.uk)

[Neighbourhood Watch](http://www.neighbourhoodwatchscotland.co.uk) - [www.neighbourhoodwatchscotland.co.uk](http://www.neighbourhoodwatchscotland.co.uk)

Report scam calls to Advice Direct Scotland. If you think you may have lost money in a scam, report it to Police Scotland on 101.

# WEST DUNBARTONSHIRE SCHOOL CLOTHING GRANTS

During the 2021/22 academic year the School Clothing Grant is

- £120 per child for primary school children
- £150 per child for secondary school children

## Application

We will automatically consider you for free nursery/ school meals and / or school clothing grant if you received one last year and you get Housing Benefit and/ or Council Tax Reduction. If you received a grant last year and you are not in receipt of Housing Benefit and/ or Council Tax Reduction, we will require you to provide your new tax credit award letter for us to allow us make a decision.

Payment will be made by BACS (directly into your bank account). The first payments should be made in July and you should receive your payment within 2 weeks of your application being processed. **If your child is of school leaving age, payment will be made when they return to school in the new session.**

## You will need to contact us if:

you have changed your bank account since your last award - please contact us on 01389 737000 or by email at [benefits2@west-dunbarton.gov.uk](mailto:benefits2@west-dunbarton.gov.uk) to provide us with your new bank details.

You will need to complete a new application if:

- you live outside the West Dunbartonshire Council area as we will be

unable to automatically confirm your entitlement

- you have never applied before
- you have another child starting school.

## What we require

If you currently live within the West Dunbartonshire area and receive Housing and/or Council Tax Reduction, you do not have to provide us with any information. We have the information required and we will write to you when we have assessed your entitlement

If you live outwith the West Dunbartonshire area or do not receive Housing and/or Council Tax Reduction we will require your Child Benefit award letter and the award letter showing proof of the relevant benefit/tax credit. This information can be posted to or handed in at any of the offices below.

## How to apply

**apply online** (this should take around 5 minutes)

Download the **application form and return by email to the below.**

**As Council buildings are closed due to Coronavirus (Covid-19), completed application forms and any proof should be emailed to [benefits2@west-dunbarton.gov.uk](mailto:benefits2@west-dunbarton.gov.uk).**

**Please ensure that your name and current address are provided on the email and also that it is clearly marked as evidence for your clothing grant and/or free school meals application.**



# Scottish Federation of Housing Associations – Guidance for Managing Services during COVID-19 produced by The Social Housing Resilience Group

	Customer	Staff/contractor
<b>Prior to home visit</b>	<ul style="list-style-type: none"> <li>✓ Customer receives notification of services resuming via letter, email or social media</li> <li>✓ Customer contacts housing staff to arrange a visit</li> <li>✓ Staff member ask some screening questions and assesses whether an in-home visit is required</li> <li>✓ If a visit is required, staff member reminds the customer to adhere to the physical distancing and hygiene requirements during the visit and to re-schedule their appointment if they or any members of their household develop symptoms prior to the visit</li> </ul>	<ul style="list-style-type: none"> <li>✓ Staff member/contractor is provided training on new working practices including physical distancing and hygiene requirements</li> <li>✓ Staff member/contractor reviews risk assessment for the particular visit</li> <li>✓ Staff member ensures they have appropriate PPE for the visit (e.g. hand sanitiser or PPE specific to repair/maintenance job)</li> <li>✓ If staff member or any members of their household develop symptoms prior to the visit they should contact their manager and arrange to be tested. Another member of staff should complete the visit instead</li> </ul>
<b>Entering the home</b>	<ul style="list-style-type: none"> <li>✓ Customer reviews staff member(s)/contractor(s) ID while maintaining distance</li> <li>✓ Customer confirms that no-one in the household is displaying Covid-19 symptoms, isolating or shielding</li> <li>✓ Customer provides staff member/contractor access to the property including access to handwashing facilities where possible</li> </ul>	<ul style="list-style-type: none"> <li>✓ Staff member(s)/contractor(s) arrives at the home and shows ID/confirms appointment while maintaining distance</li> <li>✓ Staff member(s)/contractor(s) confirms with tenant that no-one in the household is displaying Covid-19 symptoms, isolating or shielding</li> <li>✓ Staff member enters the property and washes hand (where possible) or uses hand sanitiser</li> </ul>
<b>During the home visit</b>	<p>This section could vary depending on the type of visit</p> <p>Repair/maintenance visit:</p> <ul style="list-style-type: none"> <li>✓ Customer remains at a safe physical distance from staff/contractors and ideally in a separate room to where the work is being carried out</li> </ul> <p>Advice/support visit:</p> <ul style="list-style-type: none"> <li>✓ Customer always remains a safe physical distance away from staff/contractors and within a well-ventilated room (or outdoors where possible)</li> </ul>	<p>This section could vary depending on the type of visit</p> <p>Repair/maintenance visit:</p> <ul style="list-style-type: none"> <li>✓ Staff member(s)/contractor(s) completes designated task or required service while maintaining physical distancing (or with an appropriate barrier or screen in place)</li> <li>✓ Where applicable, staff member(s)/contractor(s) dispose of any waste and clean working area in line with hygiene protocols</li> </ul> <p>Advice/support visit:</p> <ul style="list-style-type: none"> <li>✓ Staff member remains at a safe physical distance from staff/contractors and within a well-ventilated room (or outdoors where possible)</li> </ul>
<b>Following the home visit</b>	<ul style="list-style-type: none"> <li>✓ Customer should wash their hands or use hand sanitiser</li> <li>✓ Customer should book a test and isolate if they develop symptoms and following the advice of NHS contact tracers if they test positive</li> </ul>	<ul style="list-style-type: none"> <li>✓ Staff member/contractor follows RIDDOR reporting procedures in the event of any occupational exposure</li> <li>✓ Staff member/contractor informs the manager if they develop symptoms and arranges to be tested</li> <li>✓ If staff member tests positive, they should isolate and follow the guidance of NHS contact tracers</li> </ul>

# 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.

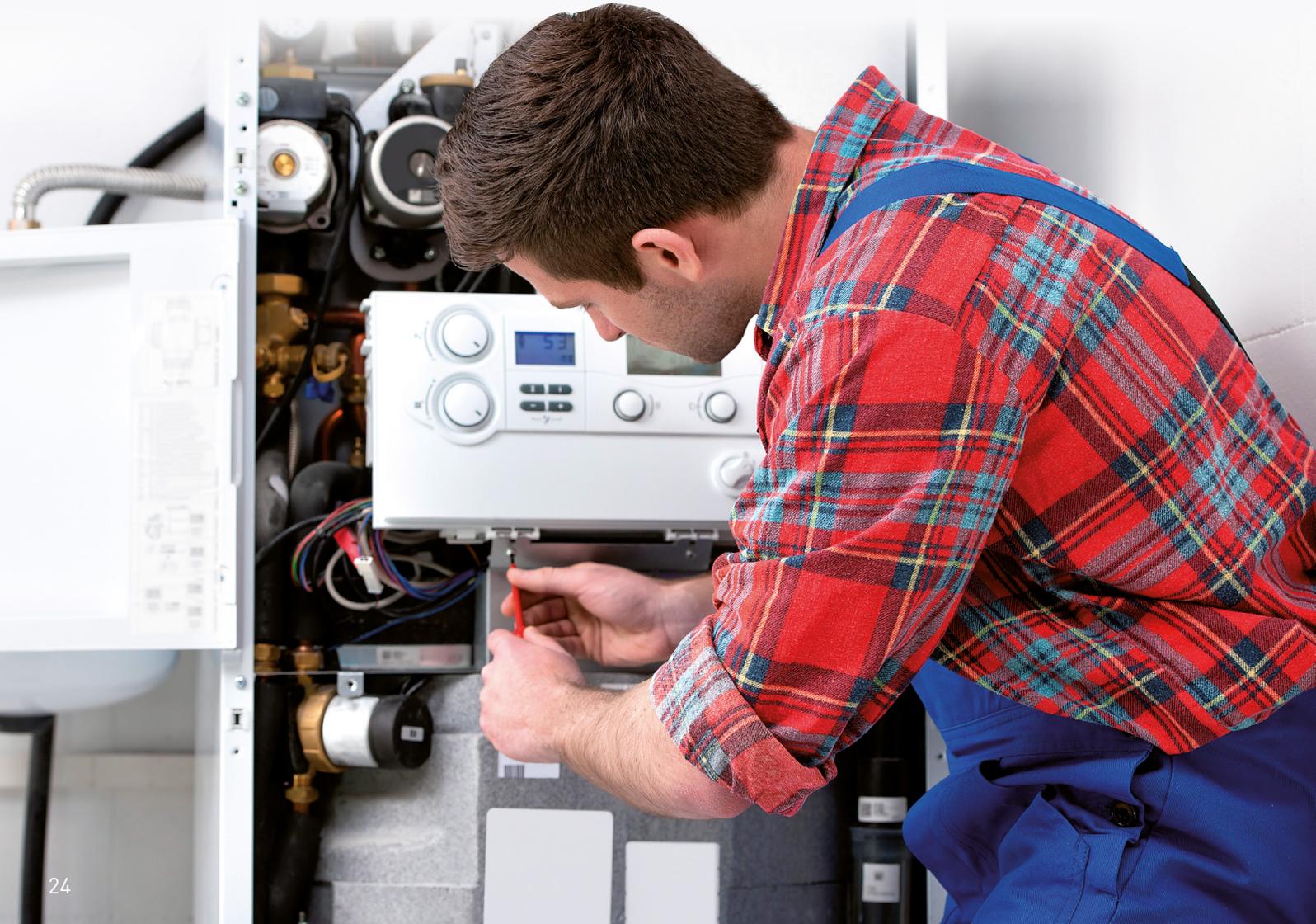
If you fail to provide access to your home to complete the inspection, we will enforce the conditions of your tenancy agreement in order to meet our legal obligations.

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.

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.

**Please contact: Bield  
Tel: 0800 783 7937**



# Trafalgar Housing Association 2021 Tenant Satisfaction Results

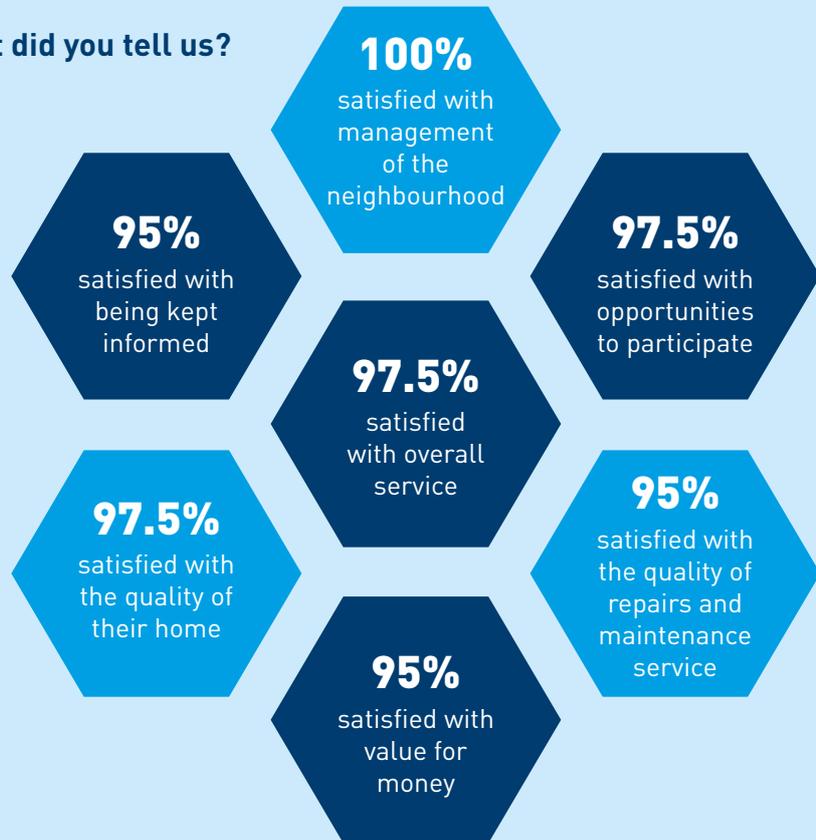
## What did we do?

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.

A big THANK YOU to all who have contributed to our tenant satisfaction surveys your feedback is valued.

## What did you tell us?



## YOUR VOICE MATTERS!

By providing your views you will help us to make a real difference to the services that we provide.

All tenants who take part in our next satisfaction survey will be entered into a prize draw to win a £25 shopping voucher of their choice.



# General Knowledge Quiz

Who led the Scottish army that beat the English in the Battle of Bannockburn?

What scandal forced US President Richard Nixon to resign?

Who did Tony Blair succeed as British Prime Minister?

Jawaharal Nehru was the first Prime Minister of which country?

The Siege of Sevastopol and the Battle of Balaclava were events in which conflict?

In which year did the Gunpowder Plot take place?

Who did Barack Obama beat to win the 2008 US presidential election?

Which two countries were involved in the Hundred Years War?

Who was the leader of the Free French during World War II?

Whose tomb was discovered by Howard Carter and Lord Carnarvon in 1922?

# SUMMER

# Wordsearch

- |         |            |
|---------|------------|
| ALOHA   | HOT        |
| BIKE    | SUNHAT     |
| CAMP    | VACATION   |
| PICNIC  | POOL       |
| SUMMER  | FUN        |
| SWIM    | LEMONADE   |
| FISHING | WATERMELON |
| SUN     | BEACH      |



**FIND THE DIFFERENCES**

**SOLUTION**

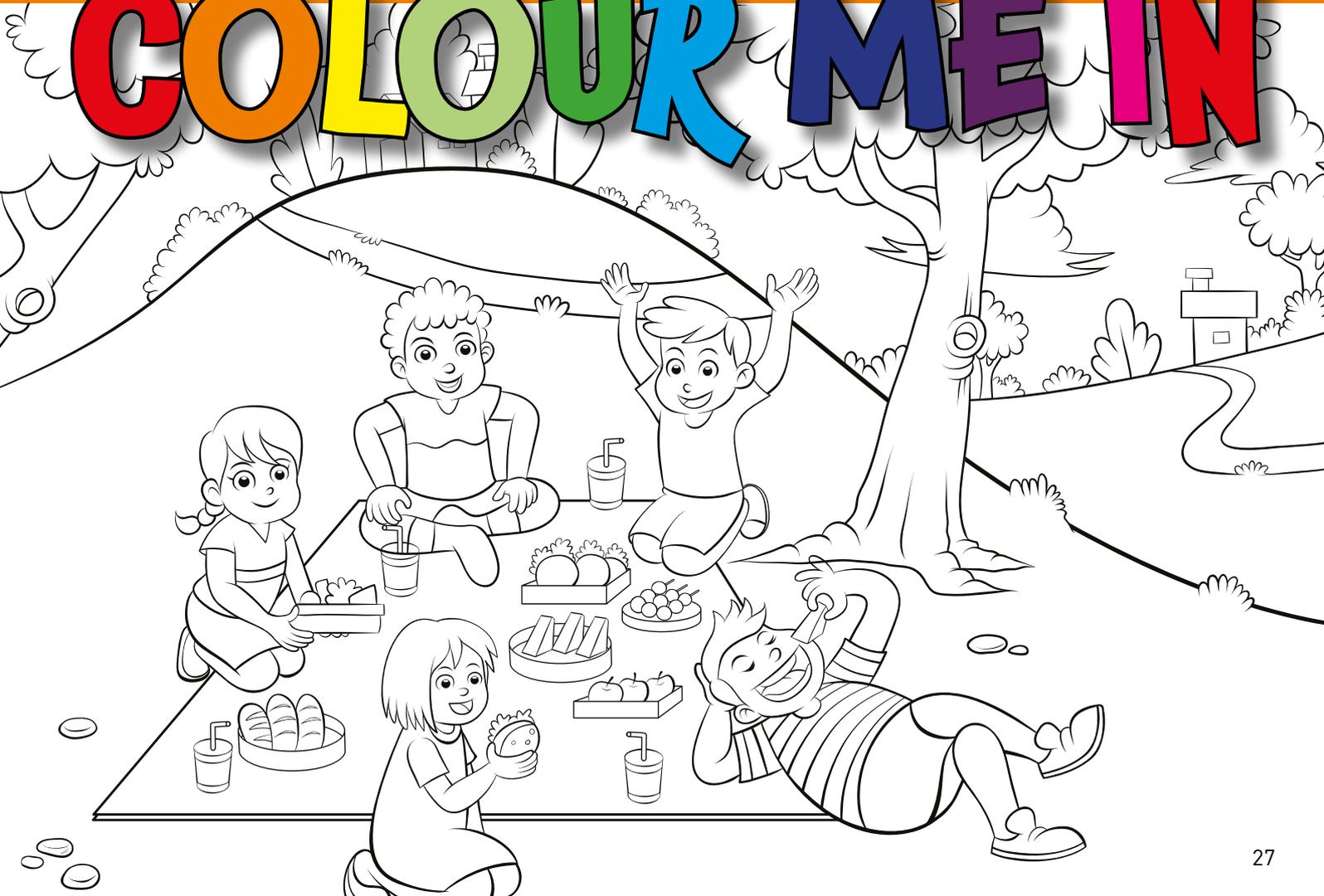


# FIND THE DIFFERENCES

7



# COLOUR ME IN



# Questionnaire

Here at Trafalgar we love to hear your feedback and we would be grateful if you could complete our questionnaire and return it to us.

## 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
- I think you are doing a good job
- Website

## Tell us what you think we could improve

- Nothing at all, I think everything you are doing is great!
- 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
- Frequency of newsletters
- Support and advice
- Be stricter with animal owners who do not clean up after their pets
- Website
- Health and safety checks
- Garden maintenance

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



SCAN ME