

# newsletter

THE NEWSLETTER OF TRAFALGAR HOUSING ASSOCIATION

## CHRISTMAS CARD COMPETITION WINNER

This year's winning card  
was drawn by Millie  
Benson (pictured here with  
her little helper!)



# Merry Christmas

and a Happy New Year from all at  
Trafalgar Housing Association

## CHRISTMAS OFFICE CLOSURE

Our office will close on Friday  
21st December 2018 at  
4.00pm and re-open at 9.30 on  
Thursday, 3rd January 2019.

Should you have an  
EMERGENCY during this  
period please contact BIELD  
on 0800 783 7937.



# PREPARING FOR WINTER

**Nobody wants to have to deal with an emergency during the holiday period. Here are some simple but effective measures you can take to protect both yourself and your home during this time:**

- Before calling out the association's gas engineer for an emergency repair, please ensure there is credit in your pre-payment meter.
- Find out who your electricity, gas and water suppliers are (the information will be on your utility bills) and take a note of their emergency contact information should you need them.
- Leave background heating on if cold weather is expected or you are planning a holiday over this period. This stops your pipes freezing up in a cold snap.
- Consider leaving contact details or keys with a trusted neighbour or relative if you are going away in case you have left a tap on or something happens. Damage can be much worse if no one can get to deal with a problem.
- Be careful with candles and Christmas lighting – they look nice, but should be under supervision at all times or turned off when vacating the property.
- Check batteries in your smoke detector and stock up on torch batteries in case of power cut – a torch is safer to use than candles especially if children are around.
- Check all medical supplies are in order and prevention plans are in place should you be unable to get to your local pharmacy. Ultimately, think of your neighbours and look to assist where possible. The simple kindness of even clearing snow from a neighbour's path goes a long way at this time.

## Winter can bring extra problems – here are some hints to help you:

- Make sure you know where the stopcock is (often under the kitchen sink) and check it. If the stopcock does not work, contact our office.
- Check that overflows are not running as these could freeze and cause damage.
- If you're away (holiday etc) then keeping a minimal level of heat in the property to stop things freezing would be sensible if cold temperatures are expected.
- If thermostatic controls area available then try to maintain a consistent temperature of between 18-21 degrees.
- It is better to keep the heating on a lower heat for a longer period than quick blasts of higher heat.
- If cost is a factor then at least try to heat at key times of moisture production (cooking/showering/laundry) to avoid damp and mould problems.

### If trouble strikes:

- If cold water pipes freeze, turn off the main stopcock. Never use a naked flame to thaw pipes – apply gentle heat, e.g. hairdryer.
- If hot water or heating pipes freeze, call the office or emergency number. Make sure that you turn off any heating appliances.
- If a pipe bursts, turn off the main stopcock and turn on the taps to drain the system quickly. Switch off all heating appliances and call the office or emergency number.

### Getting the most out of your heating:

- Understand your heating system – if you are not clear on how to use and control the heating system then take the time to find out. This will improve conditions and may also save money.

### Please do not pour cooking oil & fat down drains

- With extra cooking over the festive holidays please remember not to pour waste cooking oils and hot fats down the sink as this can cause blockages – let the oil cool and put it in the bin, or collect it in a container and mix with nuts and breadcrumbs to make a tasty treat for garden birds.

## USEFUL TIPS!

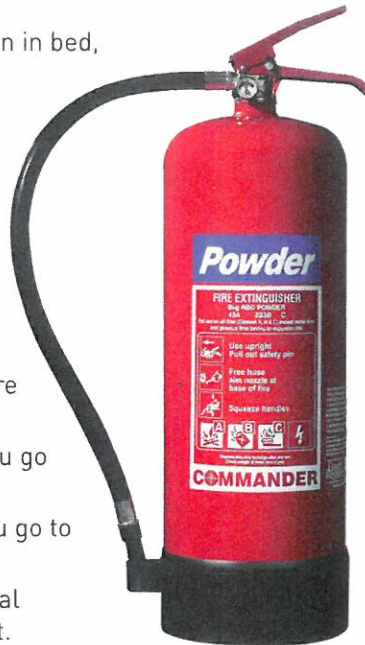
**If your central heating breaks down/not working check the following:**

- Is the power to the appliances turned on?
- Is the boiler thermostat set correctly?
- Is the timer switch set at the correct time?
- Is the room thermostat set properly?
- If you have a prepayment gas meter does it have credit?



# STOP A FIRE, SAVE A LIFE

- Check your smoke alarms are working and advise the Association if they are not and we will have it checked out.
- Keep portable heaters away from curtains and furniture and never use them for drying clothes.
- Never leave electric blankets switched on when in bed, unless it is marked 'suitable for all night use'.
- If you have been drinking alcohol, do not cook.
- Think about how you would get out of your house if you were to have a fire. If there is a fire in your home, close the door where the fire is. This will help protect your escape route and help to slow the fire spreading so quickly. Get out and stay out, and dial 999.
- Smoke inhalation is the main cause of death from fire in the home. Make sure cigarettes are put out properly. Never smoke in bed.
- Unplug or switch off portable heaters when you go out or go to bed.
- Make sure candles are extinguished before you go to bed.
- At night time switch off and unplug all electrical appliances not designed to be left on overnight.



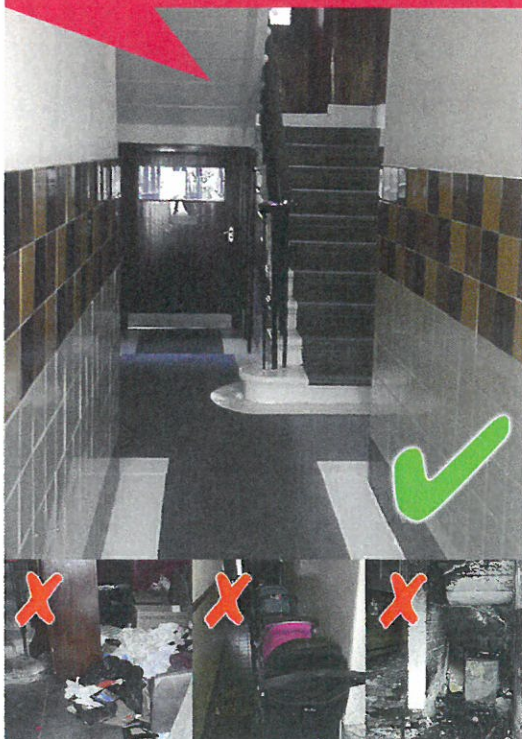
## CHRISTMAS AND NEW YEAR BIN UPLIFT ARRANGEMENTS

Please note, there will be changes to Tuesday and Wednesday bin uplift arrangements because of Christmas and New Year holidays. There will be no uplifts on 25th and 26th December 2018 or 1st and 2nd January 2019.

Bin uplift days will be as follows:

- Terraces area, blue bins  
- Saturday, 29 December 2018
- Trafalgar area, blue bins  
- Sunday, 30 December 2018
- Terraces area, grey bins  
- Saturday, 5 January 2019
- Trafalgar area, grey bins  
- Sunday, 6 January 2019

## 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



# Tenant Satisfaction Survey Prize Draw

## Thanks to all who returned their Repairs Satisfaction Questionnaire.

Your feedback on the repairs service is every important and we would urge all tenants to return their forms to us after they've had a repair carried out.

All returns are entered into the monthly prize draw for a £20 gift voucher. Congratulations to all our winners -

- September 2017 Miss Pollock
- October 2017 Mrs Duffy
- November 2017 Mr/Mrs Bowen
- December 2017 Mr Madden
- January 2018 Ms Parker
- February 2018 Mrs Simpson
- March 2018 Mr McSheaffrey
- April 2018 Ms Gigil
- May 2018 Mrs Carlin
- June 2018 Mrs Wylie
- July 2018 Miss Carlin



## CONTACT NUMBERS

Emergency Number  
Bield Community Alarm Service :  
Freephone - 0800 783 7937

### Other Useful Contact Numbers

Scottish Water :  
0800 077 8778

Refuse Collection Bulk Uplift  
01389 737 000

Scottish Power  
0800 027 0072

Independent Resource Centre  
0141 951 4040

Scottish Gas  
0800 111 999

Dalmuir Library  
0141 562 2425

Paisley RAH  
0141 887 9111

Clydebank Health Centre  
0141 531 6300

Queen Elizabeth UH  
0141 201 1100

Vale of Leven  
01389 754 121

Gartnavel Hospital  
0141 211 3000

Housing Benefit  
01389 738 555

West Dunbartonshire Council Tax  
01389 737 444

Social Work  
0141 562 8800

Emergency Service  
999 Fire/Police/Ambulance

Police Non-Emergency  
101

Social Work Out of Hours  
Emergency  
0800 811 505

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SCAN ME