



Advance Notice of Annual General Meeting (AGM)

Wednesday 12 September 2018 at 6.30pm
The Duck Bay Marina, Loch Lomond, Alexandria G83 8QZ

Why not become a member of Dunbritton? It only costs £1.00 to become a lifetime member of the Association and membership has a number of benefits including being entitled to:

- Attend the AGM and vote on important matters
- Apply to become a Board Member and influence how the Association is run.

If you would like to know more about becoming a member or just getting to know more about the Association contact Ayeasha Temple, Corporate Services Assistant on

01389 761 486, Option 4, or email: atemple@dunbritton.org.uk

We are keen to encourage people to get involved with the Association, and this year we want to welcome tenants to attend the AGM.

While you must be a member of the Association to vote at the AGM; it would be good to see more tenants in attendance at the AGM.

There will be a prize draw on the evening, so look out for some great prizes!

Places will be limited and access to the event will be by invitation only.

If you are interested in coming along please contact Ayeasha Temple, Corporate Services Assistant, via email at atemple@dunbritton.org.uk or phone 01389 761 486, Option 4.



Much needed new homes delivered in Argyll & Bute New Development at Succoth, Arrochar

We are pleased to confirm that our development at Succoth, Arrochar is just about complete and we are taking applications for these fabulous new homes now.

This development brings 26 new high-quality affordable homes to Succoth, surrounded by

beautiful countryside.

There is a range of 1, 2 and 3-bedrooms homes to choose from and they are all finished to a very high standard with highly efficient heating systems and quality kitchens and bathrooms.

If you are interested in applying for one of the properties, you will have to submit an application at www.homeargyll.co.uk or contact the office on 01389 761 486 (Option 1) to find out more. Our Housing Officers will be happy to provide full details on these excellent properties.

26 much-needed high-quality homes being built at Succoth, Arrochar



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Tenants Scrutiny - Together We Can

Our Tenant Scrutiny Group has been looking at how we record satisfaction with our repairs service.

The Group's aim is to ensure that the Association is providing a quality service that offers tenants value for money.

We realise that there is always room for improvement and we actively encourage tenants' suggestions on how we can make things better.

If you feel that you could offer an hour of your time each month you could come along and join in our Tenant Scrutiny Group meeting.

We would love to hear from you.

To find out more about Tenant Scrutiny and how you can get involved in shaping our services and the date, time and location of our next meeting; please call Daniel Wilson or Sharon Kane on 01389 761 486 and select Option 1 for Housing Team.



KEEPING YOUR HOME SAFE IN THE SUMMER

It's been a hot summer. When it's warm we often have more windows open and spend time out in the garden and out of doors.

Please keep security in mind.

The following advice is provided by Police Scotland to ensure that you do not leave your home at risk:

- Many thieves are actually opportunists who do not have to break in at all because a door or window has been left open or unlocked. Keep your home securely locked at all times. This is good practice even if you are just out in the garden.
- Don't leave keys on the inside of door locks, under mats or anywhere else an intruder may easily find them.
- Don't put your name or room number on your key-ring if you live in shared accommodation. If it is lost or stolen, the thief will have information that could direct them to your home and your property.
- Don't keep house keys and car keys on the same key ring.
- Avoid keeping large amounts of cash in the house. If you must then place it in various locations.
- Security mark your property with a UV marker pen. You can use this pen



to place an invisible imprint of your postcode and house number on your possessions.

- If you are going on holiday: ensure that any regular deliveries such as newspapers are cancelled, consider using timer lights and be careful not to share your holiday plans via social media.

By following these easy steps you can ensure that you enjoy the summer sunshine in the knowledge that your possessions are secure.

It is important to insure the contents of your home – being a tenant of Dunbritton you can get low cost, affordable home contents insurance from Thistle – you can contact their helpline on Tel: 0845 601 7007 to get a quote or contact the office, pressing Option 1 for Housing Team.

Fire Safety Equipment

Every year we are obliged to complete Gas Safety Checks.

- Engineers carry out a range of checks including:
- Smoke detectors
- Carbon monoxide detectors
- Gas boilers

Unfortunately, during the course of these compulsory checks it has been brought to our attention that some tenants may have made alterations to their equipment.

Gas safety certification is a statutory requirement and we must stress that tenants should not make any

alterations to this equipment.

Any alteration to the equipment could cause a **serious fire safety risk** and you could be charged for the cost of reinstating any part of the fire safety equipment in the property should it have been removed or altered not to operate.

If your smoke alarm or carbon monoxide detector is faulty, please call our Asset Management Team immediately on 01389 761486, Option 2, and we will have it repaired or replaced as a matter of urgency.

Dunbritton's family is growing!

We are delighted to share the happy news that two of our staff will be welcoming two new bundles of joy later this year.

Samantha Degan our Finance Officer has been with the Association since 2012 and is expecting her baby boy in September, Samantha will be on Maternity leave until around July 2019.

Kirsty Crockett our Housing Officer has been with the Association since 2011 and is also expecting a baby boy, due in November. Kirsty will be on Maternity leave until around August 2019.

We are looking forward to meeting the two lovely new arrivals to join the Dunbritton family.



OUR PERFORMANCE

PERFORMANCE INDICATOR	DHA's TARGET	Mar-17	Mar-18	On Target
Satisfaction with opportunity to participate	90%	92%	98%	✓
Satisfaction with home when moving in	90%	97%	100%	✓
Satisfaction with quality of home	90%	85%	90%	✓
Tenants satisfied with neighbourhood	87%	87%	89%	✓
Percentage of properties refused	25%	23%	17%	✓
Rent arrears as percent of rent due	2.95%	3.70%	3.58%	✗
Days to re let properties	< 5 days	7.78 days	4.78 days	✓
Tenants that feel rent is value for money	85%	82%	89%	✓
Overall Satisfaction with DHA	90%	96%	96%	✓
Time to carry out emergency repairs (hours)	5	4.06	4.29	✓
Time to carry out non-emergency repairs (days)	12	5.74	5.98	✓

✗ Our performance in managing rent arrears has steadily improved over the last 3 years. We set an ambitious target for 17/18 which we did not meet however we will continue to work towards achieving excellent performance in this area of our business.

Repair Satisfaction

Helpfulness of DHA Staff?	Contractor show ID?	Tradesman's courtesy?
99.3% ✓	98.2% ✓	100% ✓
Work completed 1st time & to high standard?	Property left clean and tidy?	Quality of repair?
98.6% ✓	100% ✓	98.6% ✓

Tenant Satisfaction Surveys - Results out of 281 Surveys returned to the Association - Surveys completed by tenants following recent repairs carried out at property.



Kitchen and boiler replacement contract

In the financial year 2017/2018 BRB Ltd were awarded the contract to install kitchens within Levenbank Terrace Alexandria and Malcom Place Helensburgh.

Given the success of the kitchen replacement, BRB have been awarded a second year's contract for the same works at Fisher Place in Helensburgh.

Gas Servicing and Plumbing Maintenance Contract

We recently completed a major procurement exercise to ensure the Association offers value for money on the service delivery to our tenants. We are delighted to announce that City Technical Services Ltd has been awarded the Gas Servicing and Plumbing Maintenance contract recently advertised on Public Contracts Scotland. The contract will run for three consecutive years with a possible two-year extension up to the year 2023.

City Technical Services Ltd will be working in partnership with the Association and our tenants can call them directly on **0333-202-0708** during the hours of 9am to 5pm to make an appointment in relation to gas heating repairs and plumbing repairs.



In the event of an emergency out with these hours the tenants should call Hanover Telecare who can be contacted on **0131-524-1418**.

Good Neighbour Award 2018

We are running our annual Good Neighbour Award campaign again this year. There will be two winners identified, one for the West Dunbartonshire area and one for the Argyll & Bute area.

Has your neighbour been one in a million?

- Do they help you over the winter / summer months?
- Has your neighbour or their family helped you or someone else in your area?

- Do you have a neighbour who is always helping the local community?
- Do you have a neighbour that cuts your grass for you or takes your bin out?
- Or even just checks on you every so often to make sure you are doing ok?

If you have one of these neighbours and you would like to nominate them for the Good Neighbour Award you can speak to your Housing Officer when you see them out and about in the estate or you can contact the office on 01389 761 486,

Option 1, or email your nomination to admin@dunbritton.org.uk

Let's reward these special people and let them know we appreciate their hard work and the valuable contribution they make towards the local community.

Each winner will receive a £50 voucher of their choice. Winners will be presented with their prizes and a certificate at our Annual General Meeting on 12 September 2018.

The closing date for nominations is 31 August 2018

Direct Debits and Paying your Rent

We are delighted with the successful launch of Direct Debits for customers.

We have seen a large increase in tenants who prefer to pay their rent by this convenient method.

We are encouraging as many tenants as possible use this as their payment method and are now phasing out paying by Allpay card.

We will eventually stop offering Allpay as a payment method, therefore please consider switching to Direct Debit if you have not already done so.

If you would like to sign up to Direct Debit you can:

- Contact us to request a Direct Debit Mandate
- Sign up over the telephone by contacting the office on 01389 761486, please chose option 3 Finance Team.
- You can also find a copy of the mandate on our website www.dunbritton.org.uk to print off and return to us at 32 High Street, First Floor, Dumbarton G82 1LL

GARDEN COMPETITION



West Bridgend, Dumbarton

Our tenants have been working hard again on making their gardens look great. We have had a number of nominations for this year's garden competition.

It's going to be a hard choice in picking the winner as there are so many Dunbritton



Beechwood, Arrochar

tenants that have green fingers.

It is really inspiring to see such vivid colours from Dumbarton to Lochgoilhead and we would like to thank all the tenants that have made their gardens and their neighbourhoods look so beautiful.

Having difficulty reading this? Our newsletter can be made available on talking book or as a text only large print version. Please contact us if you would like to be added to our list for either of these, for this and all future newsletters.



Dunbritton Housing Association Ltd, 1st Floor, 32 High Street, Dumbarton G82 1LL

Serving the Communities of Helensburgh & Lomond, Dumbarton and Vale of Leven since 1992

Registered under the Co-operative and Community Benefit Societies Act No. 2421R(S).

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Web: www.dunbritton.org.uk | Email: admin@dunbritton.org.uk

Opening Hours: Monday, Tuesday, Thursday & Friday: 9am – 5pm

Wednesday: 9am – 12.30pm (closed in the afternoon for staff training)



Warm Homes Discount

CAN YOU GET £140?

Check your eligibility for the Warm Home Discount Scheme

WHAT IS THE WARM HOME DISCOUNT SCHEME?

It's a government scheme that may entitle people who are on a low income or certain benefits to get £140 towards electricity costs from their electricity supplier.

HOW DO I GET £140?

If you qualify for the scheme you will need to submit an application to your electricity company. This can usually be done by phone or online.

HOW DO I KNOW IF I QUALIFY?

Each company participating in the scheme has set rules about who can qualify for the Warm Home Discount. Schemes will usually open up in August / September 2018 on a first-come, first served basis, so keep a watch out and apply asap.

You can check eligibility for your electricity company's scheme by contacting them or by checking their website.

If you live in Argyll, Anna can help you check your eligibility and make an application!

WHEN WILL I RECEIVE THE WARM HOME DISCOUNT?

If your application is successful then your electricity company will arrange to credit your electricity account with £140.

Energy companies have up until the 31st March 2019 to make this payment.



GRANTS AVAILABLE

CASH FOR KIDS CHRISTMAS GRANTS

If you are interested in applying for a Cash for Kids Christmas Grant look out for updates on our Facebook page and on our website www.dunbritton.org.uk

Grant applications have to be made within the dates shown below:

- Applications open on 3 September 2018
- Closing on 17 October 2018

Please telephone the office on 01389 761 486 – select Option 1 and ask for Anna Murray, Crisis Intervention Officer.

You can also call Anna directly on 01389 310 885 or email her at amurray@dunbritton.org.uk

CLYDE 1
ALL THE BIGGEST HITS
ALL DAY LONG

CLYDE 2
THE GREATEST HITS



cashforkids



BAUER
MEDIA GROUP





Universal Credit Full Service

What you need to know

If you live in Argyll and Bute your Job Centre Plus in Helensburgh will deliver full service Universal Credit (UC) from 12th September 2018

If you live in West Dunbartonshire your Job Centre Plus West Dunbartonshire will be delivering full service Universal Credit (UC) from 28th November 2018

This change will affect all working age claimants.

When Job Centre plus in your area moves to full service:

- You will be expected to make your claim and notify any changes in your circumstances online
- All new claims will be for UC unless you

have 3 or more children

- You must sign a Claimant Commitment which details what tasks you must do to receive UC
- All Communication between you and the Department for Work and Pensions (DWP) will be through your online 'journal'

or email aileen@westhighlandha.co.uk or diane@westhighlandha.co.uk

How can I prepare?

You can start to prepare for UC now by making sure you:

- Know how to access the internet so you can make a UC claim
- Have an email address
- Can access a laptop, tablet or mobile phone

- Have a bank account
- Know your national insurance number
- Know what type of accommodation you live in
- Know how much rent you need to pay (even if it's being paid by housing benefit at the moment)
- Know your landlord's address
- Have evidence of your rent and any income or savings you have

If you need help in respect of your rent when you become a Universal Credit claimant, please contact your Housing Officer in the first instance and they will note the change in your circumstances and talk to you about your rent.

Advice in relation to claims will also be made available to you via Anna Murray, Crisis Intervention Officer

Here to help

Anna Murray, our Crisis Intervention Officer is now supporting customers in West Dunbartonshire as well as Argyll and Bute.

As a Dunbritton Housing Association tenant Anna can provide you with a full welfare benefits check as well as advice and support with the following range of benefits:

Housing Benefit claims and backdates,

council tax reduction help, Job Seekers Allowance, Employment and Support Allowance, Income Support, Carers Allowance, Universal credit, Personal Independence Payment, Income Support, Attendance Allowance and Warm Homes Discount.

Anna can also offer support and signposting in relation to managing debt.

Since April 2018 Anna has helped customers with a number of benefit issues to the value of £92,774 in total.

Appointments are offered at your home or in the office.

For more information please feel free to contact Anna on 01389 761 486 or email amurray@dunbritton.org.uk