

## Message from Allan Murphy, Chief Executive

**In all my years in housing I have never known one quite like 2020. Who would have thought we would all be dealing with a worldwide pandemic that has impacted on all of our daily lives.**

On behalf of our Board and all the staff team at Dunbritton I wish to thank all of our customers for their understanding and support during this very difficult time. We have tried, where possible, to maintain services and ensure that we are here to provide support and assistance.

At times like this people pull together and our customers and the local communities we serve have been no exception. We have heard great stories of tenants and local communities pulling together to help those most in need. To all of you, may I extend a big thank you for

your kindness and support to your neighbours.

Following a successful application for a COVID Crisis Grant I was delighted that Dunbritton could contribute to our communities. With the grant award we were able to provide food vouchers, fuel payments and activity packs to our tenants who were most in need. We also provided hot meals for local care home residents and staff in appreciation for their support during the crisis and we made a financial contribution to foodbanks in West Dunbartonshire and Argyll and Bute

I wish everyone a Merry Christmas and a Happy New year. I do hope during 2021 we can all return to some form of normality in our lives.



*The Board and Staff of Dunbritton Housing Association wish all of our customers a Merry Christmas and a happy New Year.*

### Office Closure over Christmas & New Year

During the festive period, our office will close at 12.00 pm on Thursday 24 December 2020 and shall re-open at 9.00 am on Wednesday 6 January 2021. This closure will affect phone calls to the office; due to COVID-19 the office shall remain closed to visits until further notice.

If you require to contact us in emergency, you may do so through calling Hannover Telecare on 0131 524 1418.

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# Dunbritton's New Home

We were happy to take possession of our new office in July, and to move across Dumbarton High Street into the new Harbour Development. Our new address is now:

**1 Hatters Lane,  
Dumbarton,  
G82 1AW.**

Hatters lane is accessible by foot from Dumbarton High Street, beside the Riverside Church and the Clipper pub, and shall be accessible by car from Castle Street when the harbour development is completed.

The new office is fully equipped to allow us to continue to deliver on all our customer's needs, including a bright and open reception area, and two spacious interview booths for meeting customers within. The entrance is also fully adapted for customers with accessibility needs. Whilst we now have a Board room to allow us to hold meetings within the office. The Dunbritton staff have detailed that they are delighted to at last have a comfortable staff room to allow them to relax on their lunch breaks.

Unfortunately, due to COVID-19 safety requirements, we remain



closed to the public, so unfortunately customers will have to wait before they can see first-hand what our office looks like.

We look forward to welcoming new tenants to the harbour development, and once COVID-19 passes, to welcoming all customers to our new home.

## Dumbarton Harbour

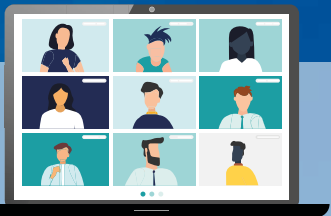
We are delighted to advise that work is continuing on the Dumbarton Harbour development which will provide 150 new homes for rent. Built on the site of the old Ballantynes Distillery, these new streets will see a full regeneration of the waterfront and offer essential new housing for Dumbarton.

We hope that to see new tenants moving in as we go to print, with the remaining properties to be released in the new year.





# Annual General Meeting (AGM) 2020



We are delighted to say that, once again, the Annual General Meeting (AGM) was well attended on Wednesday 23 September 2020. Due to national restrictions it was held a little differently this year, being held virtual via Zoom.

The AGM is a formal meeting where members and tenants are given an overview of the past year's performance, achievements, and improvements to service delivery by our Chair, the Chief Executive Officer (CEO), and the Association's External Auditors.

Attending the AGM gives customers a chance to find out what is happening at Dunbritton and, if they are a Member, they can vote on important issues that affect the Association. During each AGM, the Board are elected for the coming year.

The Board is made up of volunteers who work closely with the Management Team to agree the Association's long-term strategy, and to monitor how we perform against our identified targets. Board Members give their time freely, and without them the Association could not operate. If you are interested in finding out more about the Board, or in participating within Dunbritton, please contact a member of our Corporate Services team on 01389 761486, selecting option 5.

At the AGM, we also announced that the



**Jason Young**

winner of the 'Good Neighbour Award 2020' was Jason Young, of Garelochhead. Jason has worked tirelessly during the Covid outbreak to support and assist his neighbours.

We also announced the winners of the 2020 Garden Competition, these were: Heather Busby for Argyll & Bute and Jacqueline Bourgaize for West Dunbartonshire.

Congratulations to both Heather and Jacqueline.

Each AGM we have a prize draw which all attending members are entered into.

The prize draw winners of the night were Alice Moffat & George Glancy.



**Mr Glancy**

Sephton MacQuire (Mac) was appointed as Chair at the Board meeting following on from the AGM. Mac has many years' experience serving as a Board member and Chair, and he is looking forward to the year ahead with his usual enthusiasm. Alistair Tuach was appointed as vice chair and is again looking forward to working closely with Mac and the other Board members.

We know 2021 may be a challenging year, but we are looking forward to overcoming these challenges and are looking forward to another successful year for the Association and to seeing you at the next AGM in September 2021. Keep an eye on our website, [Dunbritton.org.uk](http://Dunbritton.org.uk), nearer the time for more details.







# Don't Forget to Pay Your Rent

We are facing a unique Christmas this year, and we all know we may have to go the extra mile to make it a special time for friends, family and loved ones. Winter is already an expensive time as we pay to keep our homes heated during the cold weather. As we try to keep this time special, it can become extra expensive, with the costs of gifts for loved ones.

It is essential to remember the important things at this time of year, and one of the most important things is your rent.

Your rent pays for essential works to your home and community this includes:

- Communal and close maintenance.
- Improvement and investment work to your home and community such as new kitchens, bathrooms and boilers.
- Our repairs and housing service.

If you do not pay your rent, you could end up losing your home. Avoid the temptation to miss a rent payment, do not put your house at risk.

Our office will close at 12pm on Thursday 24



December 2020. If you pay your rent by debit card over the phone, please contact us prior to this to ensure your rent is paid on time.

If you are having difficulty paying your rent,

having problems with your benefits, or struggling with bills from a utility provider, please contact us for help on 01389 761 486. Your Housing Officer will be happy to work with you to overcome these challenges.

# Fire Update - New Legislation

In late August a property at Mackintosh Court, Helensburgh, was subject to a fire which caused substantial damage. Thankfully, no one was injured in this fire, but it did cause substantial damage to the property and disruption to the lives of the tenants. We would like to say a big thanks to our contractor, BRB Ltd, and staff, Jim Cannon (Maintenance Officer), and Laura Cuthbertson (Housing Officer), who worked tirelessly to ensure the tenant had a safe return to their home.

This fire again highlighted the importance of tenants ensuring that they have contents insurance. Whilst Dunbritton will strive to fix physical damage to a property following a fire or flood, we are not responsible for the cost of replacing damaged personal items. The loss of white goods alone can result in a significant cost for tenants following a fire, and for this reason we urge all tenants to take out contents insurance.

Contents insurance is available from a variety of providers, if you are unsure how to get content insurance, please speak with your Housing Officer.

## Fire legislation

Following the tragedy at Grenfell Tower in June 2017, the Scottish Government made an amendment to the Housing Scotland Act, adding legislation which now requires all social landlords to provide enhanced fire safety equipment in all properties.

In line with this new legislation, we have been carrying out electrical upgrades at all of our properties. Most of our properties have now had this upgrade and we would like to thank our tenants for their cooperation in providing access to our contractor Ledgerwoods Electrical.

If you have received a letter asking that you provide access for this upgrade, but have not yet made a suitable appointment, please contact our Asset Management Team on 01389 761 486, selecting option 1, to arrange for this essential work to be carried out as soon as possible. This work is undertaken for the safety of your household and for this reason it is of the upmost importance that you allow us access to carry this out.

please supply original images



# Congratulations Sean!

We are strong believers in developing staff to help them both to progress their career, but also to ensure that we are continually providing a high quality of service to our customers.

Our Asset Assistant, Sean Harwood, has recently completed his National Certificate in Building Services Engineering. Sean has been with Dunbritton for over 8 years and has developed his career within the Asset Department, having started with Dunbritton as a young apprentice.

Sean detailed that the NC has

increased his knowledge of building design and the engineering process and has given him an understanding which he hopes to apply to his everyday workings with Dunbritton customers.

Paul Sweeney, the Asset Manager, said: *"Having worked with Sean for almost 8 years, I have had the pleasure to see him develop from a modern apprentice to a very competent Asset Assistant, Sean has the potential to progress his career even more in the years to come."*

Well done Sean!



## 25 Years and Counting!

Dunbritton Housing Association is pleased to celebrate 25 years of service with their longest-serving member of staff, Housing Officer Lindsey Reid.

Lindsey, who has been with the Association since 1995, has seen many changes over the years. She has certainly helped Dunbritton grow from a Dumbarton based small local Association, with only a hundred properties, to an Association with over 800 properties, spread across West Dunbartonshire and Argyll & Bute. Lindsey has played a key role in this development, in recent

years, overseeing the allocation and management of our new development in Succoth, Arrochar.

Lindsey is currently assisting with the Associations latest development at Dumbarton Harbour of 150 new affordable homes, so no time to relax and put her feet up, even after 25 years!

Providing Lindsey with her award, Dunbritton Chief Executive, Allan Murphy, thanked Lindsey on behalf of the Board and her colleagues for her continuing support and commitment to the Association.

Well done Lindsey!

## Volunteer of the Year

We were overjoyed to hear that our Board Member, Liz McCurdy has won the prestigious award of Action for Children Volunteer of the Year. We have known for some time how hard working Liz is and how much she cares deeply about her community.

Liz initially volunteered to assist the Association set up our Tenants Scrutiny Panel, and then, earlier this year, joined the Board of Management.

The award recognises Liz's hard work during the COVID outbreak and when it was not possible to meet in person she maintained regular contact with her clients using WhatsApp. Liz's hard work and dedication has made a huge difference to the young lives within the area, and we are proud to see her recognised for all her efforts.

At such a difficult time for everyone, people like Liz are truly inspirational.



# New Staff and New Roles

We are happy to welcome some new faces to Dunbritton Housing Association

**Aaron MacMillan** has joined our busy Asset Team and looks forward to helping all customers with repair enquiries. Aaron comes to us with over twelve years' experience of administrating a repairs service, having previously served with West Dunbartonshire Council. Aaron brings to the role a wealth of experience, and an enhanced knowledge of the property types throughout Dunbartonshire.



**Andrew Dickson** joins our Finance team as a part time Admin Assistant, having previously worked at a chartered accountants. Andrew has studied accounting and finance at the University of Strathclyde, acquiring a Bachelors in Accounting, having previously completed the Higher National Diploma.



Andrew has an established knowledge of financial management and is looking forward to developing his experience working within a busy office.

Following a retirement, **Daniel Wilson** has taken over as the new Corporate Services Manager. Daniel had worked within Dunbritton Housing Association as a Housing Officer for some time and has a good knowledge of the running of the Association. He has worked within social housing for over fifteen years, predominantly within frontline services. He had helped set up the Tenant Scrutiny Panel and is well known and popular with our customers. Daniel comes from a legal background with a degree and diploma in law and looks forward to the new challenges of providing an enhanced corporate service.



**Robert Murray** has taken over as manager of the Housing Services Team. Robert has worked within social housing for over thirty years. He has a wealth of experience at delivering a customer focused service, having worked in a similar role within Knowes Housing Association in Clydebank. Robert has previously led housing teams, mitigating the impact of Universal Credit, and is looking forward to bringing this knowledge and experience to Dunbritton to help assist our customers that are facing benefits challenges.



He has also held roles specialising in the alleviation of homelessness and in housing support and has experience in housing management both within an urban climate and working rurally.

## Direct Contact to Your Housing Officer

We know how important it is for tenants to be able to get in contact with their Housing Officer. Housing Officers are here to help you with paying your rent, managing your rent account, discussing a move, ensuring your estate is maintained, and to assist with any neighbour disputes.

Due to the impact of COVID-19, our Housing Services Team have maximised remote working, ensuring that service levels do not drop. Your Housing Officer will remain available both through their office direct dial, and through their dedicated mobile:



**Laura Cuthbertson,**  
**Housing Officer for Helensburgh**  
Direct dial - 01389 310890  
Mobile number - 07717782791



**Lindsey Reid,**  
**Joint Housing Officer for the Lochside and Dumbarton**  
Direct dial - 01389 310892  
Mobile number - 07976708077



**Sharon Kane,**  
**Housing Officer for Alexandria**  
Direct dial - 01389 310891  
Mobile number - 07717792894



**Kirsty McGlashen,**  
**Joint Housing Officer for the Lochside and Dumbarton**  
Direct dial - 01389 310908  
Mobile number - 07717762843



# Emergency arrangements over the holiday period

**Our office will be closed from 12 noon on Thursday 24 December 2020 until Wednesday 6 January 2021 at 9am.**

During this period, if you need an emergency repair carried out, please call Hanover Telecare on 0131 524 1418. Please state clearly that you are a Dunbritton Housing Association tenant and that you would be reporting an emergency repair. (Please see list of repairs categorised as an emergency)

In the event Hanover is unavailable, individual contractors can be called directly: (Hanover must be first point of call)

1. **Electrical emergencies: Ledgerwood Electrical 01389 752944 (07783 594543)**
2. **Gas Heating and Plumbing repairs: City Technical Services 0333 2020 708**
3. **John Duff Joinery 01389 767102 (07852 767159)**

## EMERGENCY REPAIRS:

- Fire (tenants should immediately contact the emergency services on 999)
- Gas leak (tenants should contact the national gas emergency number immediately on 0800 111 999)
- Loss of heating where there is no other form of heating available
- Boiler fumes leak
- Major water leak or flood within the property (or flat above)
- Loss of electrical power or lighting or electrical fault which may endanger a building or resident (but not a power cut from the electricity grid)
- Burst radiator (but not a minor leak)
- Insecure property
- Broken windows
- Broken/blocked WC (if only one WC in house)
- Blocked drains
- Total common stair lighting failure
- Safety related problem
- Smoke alarm/carbon monoxide detector continually beeping but only after batteries have been replaced and eliminated as a fault

## Avoid the misery of frozen pipes

With winter getting into full swing, it is advisable to take some precautions to avoid suffering damage to your home from frozen pipes.

- Ensure you know where your mains water stop valve is located and make sure you can turn it off and on
- Report any dripping taps to the Association as soon as possible

### If you are planning to go away during the winter period:

- Leave your heating on while you are away as this will help to stop pipes freezing
- Open your loft hatch door. This will allow warm air from other parts of the house to circulate in the loft and help prevent pipes freezing.

### If your pipes are frozen:

- Turn off the water at the main stopcock
- Call the emergency repairs number

### If a pipe has burst:

- Turn off the water at the main stopcock
- Call the emergency repairs number

- If water is coming through the ceiling, collect it in a bucket to reduce any damage to floor coverings
- If wiring or any electrical appliance has been affected, do not touch them until they have been checked by our electrician. If you are in doubt, turn off your electricity at the mains

### Drying out:

- Leave windows, doors and built-in cupboards open during the day if possible
- Keep the affected rooms heated but do not overheat them as this could cause further damage

Please note that the Association is not liable for damage to the contents of your home. You are responsible for arranging insurance for these items.



## Contents Insurance

It is vital that you have insurance in place for your home as the Association does not provide insurance cover for your household furniture, floor coverings and effects. For further information please contact our office on 01389 761 486.

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, 1 Hatters Lane, Dumbarton, G82 1AW  
Serving the Communities of Helensburgh & Lomond, Dumbarton and Vale of Leven since 1992

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**Opening Hours:** Monday, Tuesday, Thursday & Friday: 9am – 5pm  
Wednesday: 9am – 12.30pm (closed in the afternoon for staff training)

