



Walkabouts

P4

Scrutiny Panel

Sen

P5

Improving Lives

P6



## Property improvements with continued investment

A £260m five-year housing investment programme has been approved that will see investment of more than £60m in council homes next year after West Dunbartonshire Council agreed a 6.7% rent rise for 2026/27.

The first year of the five-year housing investment programme will see;

- **£5m investment in improving insulation and the energy efficiency of council homes.**
- **£3.1m investment in renewing doors and windows in council homes.**
- **£2.5m investment in upgrading kitchens and bathrooms in tenants' homes, and**
- **£2.4m committed to modernising heating systems to ensure tenants benefit from the latest energy efficient heating systems.**

There will also be significant investment in improving the area's multi storey flats through the implementation of the Multi Storey Strategy; continued investment in preventing dampness within homes with the ongoing delivery of the environmental sensors programme; and the continuation of a tenant priority budget of £200,000 earmarked for tenant led improvements.

The upgrades are part of the Council's Housing Investment Plan for 2026/27.

The 6.7% rent increase was identified as the preferred option of tenants during the annual rent consultation which ran between October 2025 and January 2026, receiving over 1200 responses.

The Council is also committed to building more new homes for families in housing need and purchasing properties from the private sector via the Buy Back Scheme. The five-year investment plan provides around £100million designed to deliver 500 new homes,

supported by over £40million in Scottish Government grant funding over the period.

Chief Officer of Housing, Peter Barry, said: "The rent increase agreed allows us to keep council housing financially stable while continuing to provide investment in homes and services that tenants want. Much of what we do as a landlord is to deliver mandatory and essential services that cannot be reduced. At the same time, we face significant pressures due to increased operating costs and higher borrowing.

"We are very aware of the pressures many households are under. That is why we use affordability checks, provide income and debt advice and make sure tenants who are entitled to support receive it. Around 70% of tenants receive full or partial help with their housing costs, meaning the increase will be covered for those on the lowest incomes.

"We retain a focus across the whole service on controlling costs and finding efficiencies including within the Council's empty homes processes and repairs service to maximise income.

"This allows us to maintain the current level of services that tenants receive, continue to deliver on improvements to our homes ensuring they are of a high standard and energy efficient and deliver our New Build Housing Programme which remain our priorities."

Help is available for anyone who is concerned about meeting their rent payment. Anyone who is worried should contact their Housing Officer as soon as possible so support can be provided. Call the Council on 01389 737788 if you are in this position or if you have already missed payments. Help will be provided to try and get you back on track.

## Parkhall TRA members taking pride in their community

**Members of Parkhall Tenants and Residents Association organised a community litter pick to kick off 2026.**

The volunteers managed to fill eight large bin bags, leaving the local area looking in great shape.

Chairperson Angela Clark said: "A fantastic team of magnificent neighbours turned up to clean our streets. The enthusiasm they showed was commendable."

The group are planning further litter picks and will be posting details on their Facebook page. They also meet on the third Wednesday of every month at 7pm in Rose Hall, Parkhall where new members will be made very welcome.



## Tenants have their say on rent consultation

The views of tenants have been vital in the setting of rent levels for the next financial year.

Information on the four available rent increase options was shared with all tenants in the winter edition of Housing News, alongside details of the range of ways to vote online, by text, phone or with a freepost voting card.

The survey was also promoted online and through text and emails directly to tenants.

Option 1 (6.7% increase) was the preferred option, receiving 66.2% of the votes and this was the option put forward to councillors as the recommended rent increase.

Chief Officer of Housing, Peter Barry, said: "I would like to take this opportunity to thank all of the tenants who took part in the consultation process and shared their views with us.

"Setting the rent level for the upcoming year is a crucial decision which impacts all Council tenants and it's good to see so many making their voices heard."

A report outlining the rent setting consultation results was presented to a Council meeting on March 4 and the 6.7% rent increase was agreed. All tenants will be sent a letter to formally give 28 days' notice of the increase and how their rent charge will change.

As a thank you for taking part in the consultation there was a £50 prize draw and Isobel Molyneaux from Dalmuir was the lucky winner.

## Voting Results

### OPTION 1

6.7%

825 Votes  
66.2%

### OPTION 2

6.95%

174 Votes  
14%

### OPTION 3

7.2%

116 Votes  
9.3%

### OPTION 4

7.45%

131 Votes  
10.5%

## HOMESWAPPER - FIND THE RIGHT HOME FOR YOU – SPECIAL REPORT

Tenants across West Dunbartonshire are looking for a different home for a variety of reasons.

Some may want to move closer to family, others may have medical needs or families may be growing, meaning they require more space.

Whatever the reason, Homeswapper could be the quickest and easiest way to find a home that better suits your needs and it is free for all West Dunbartonshire Council tenants.

There are more than 1200 tenants looking for a transfer in West Dunbartonshire at the moment but only 257 tenants are currently registered on Homeswapper.

Homeswapper lets tenants swap homes with another Council or Housing Association tenant anywhere in the UK. Once registered, you can browse

properties that match what you are looking for, message other tenants directly, advertise your own home for exchange and set up alerts for new matches.

Registering greatly increases your chances of finding a move - especially if you're waiting for a particular size or type of home.

Currently in West Dunbartonshire, around a third of people looking for a move have no housing need or points. Almost two thirds of homes in the area are flatted properties meaning houses are in much shorter supply, putting demand on the homes that are available. Last year only 134 homes were let through the transfer list so this means waiting times can be lengthy.

Some swaps can't be approved - for example, if the property has adaptations that the incoming tenant doesn't require but Housing Officers are available to give advice if required.



### How It Works

1. Visit <https://www.homeswapper.co.uk>
2. Create your free account
3. Upload details and photos of your current home
4. Browse available swaps and message other tenants
5. When you find a match, complete the online interest form
6. Your Housing Officer will assess the request within 28 days



### What tenants on Homeswapper tell us

- **29%** want to move to be closer to family or friends
- **26%** are overcrowded and need more space
- **15%** need a home better suited to their health or mobility needs

## Tenant Priority Budget now open for proposals to be made

The Tenant Priority Budget of £200,000 is open to proposals from tenants for any ideas that would improve their neighbourhood.

The improvements need to relate to a building or land owned by the Council's Housing service and can only be used towards work which would not be carried out under an existing repair or through the Capital Investment Programme.

Successful proposals have included raised growing beds in Parkhall and a greenhouse for Mill Road community garden.

Tenant Participation staff can help tenants or organisations put a proposal together and there is an online form to complete at <https://www.west-dunbarton.gov.uk/housing/council-housing/tenant-participation/tenant-priority-budget/>

Or call Jennifer on 07823 664247 if you have any questions or would like a paper copy of the form.

# The realities of homelessness

Homelessness doesn't always begin with a sudden crisis.

For many, including young people, it starts with changes at home: rising tension, a breakdown in relationships, or a gradual loss of stability. These situations can happen to anyone, and without early support they can quickly escalate.

That's why prevention is at the heart of the Council's Housing Solutions service. Reaching out early, before a situation becomes a crisis, can make all the difference.

A young person recently contacted Housing Solutions after a serious breakdown in family relationships. The situation was affecting her wellbeing and leaving her unsure about her future at home.

With written confirmation from a family member, Housing Solutions were able to understand the risks and assess her situation properly. Instead of waiting until things reached crisis point, she chose to engage with homelessness prevention support straight away. The young person was supported through the council's Young Housing Options (YHO) pathway, which offers support to under 25s who are able to remain in their home while they explore long term alternative options,



Stock Image

Photo credit: Centre for Homelessness Impact.

avoiding an emergency homelessness application and giving them space to plan safely. The team carried out a full assessment, including affordability checks, to make sure any future housing would be sustainable.

Peter Barry, Chief Officer of Housing, said: "It's really great to hear that this young person had a positive outcome, securing her own tenancy with resettlement support in place. By seeking help early, she avoided the trauma of a crisis situation and was able to focus on stability and long term solutions.

"This case demonstrates how early engagement with Housing Options and a preventative approach can make a real difference.

"Homelessness can affect anyone. If you are homeless, threatened with homelessness or are experiencing an unstable home which you feel you may need to leave in future, you can contact the Council's Housing Solutions Service for advice via email at [HousingOptionsHomelessness@west-dunbarton.gov.uk](mailto:HousingOptionsHomelessness@west-dunbarton.gov.uk) or by calling 01389 776 400. If phoning out of hours, please dial 0800 197 1004."

## Other Useful Contacts:

### Working4U

(Benefits and money advice, employability and learning)

**01389 738282**

### Relationship Scotland

(Counselling and mediation support)

**0141 248 5249**

### Community Addiction Team

**Clydebank - 0141 941 4400 (Option 2)**

**Dumbarton - 01389 812018**

### Mental Health Support

**Clydebank - 0141 941 4400 (Option 1)**

**Dumbarton & Vale - 01389 812070**

**Out of Hours - 111**

## New policy for lock ups and garages

**A refreshed approach to the management of lock ups and garages managed through the Housing Revenue Account is being implemented.**

The Council owns and manages 21 garage sites comprising 155 plots for removable wooden garage structures as well as 608 permanent concrete structure lock ups.

A recent review of the sites identified garages at Portpatrick Road in Old Kilpatrick having fallen into poor condition, not being used for their intended purpose of storing a vehicle, as well as attracting flytipping. In addition, a number of the garage plots have tenants with outstanding arrears, presenting a clear financial risk to the Housing Revenue Account.

At a meeting of the Housing and Communities committee in February, members were updated on the review and agreed to a revised lock up policy and guidance on the operation of garage sites.

The new policy outlines the terms and conditions for the rental and use of lock ups provided by West Dunbartonshire Council to ensure fair access, safe usage, and proper management of these facilities. The new garage procedure will set out the detailed site management arrangements for garage sites and confirm that vacant garage plots will no longer be leased.

In line with this, notices to quit will be issued to certain tenants at Portpatrick Road, asking them to remove their garage structures. If this is not actioned, the Council will demolish remaining structures with all associated costs recharged to the tenant.

## Get involved in how housing performance should be reported

Tenants are being given the chance to have their voices heard when it comes to the performance of West Dunbartonshire's Housing service.

The Scottish Social Housing Charter sets out how landlords should report their performance to tenants and to the Housing Regulator.

As part of the Council's response to the Charter, tenants were involved in developing Service Standards across housing services and in influencing the style and content of the Annual Charter Performance Report.

The Council is now planning to review and update service standards and the annual performance report and would like as much tenant involvement as possible to decide what should be covered.

The aim is for these to be clear, easy to understand and focus on the areas that matter the most to tenants.

During previous reviews, lots of valuable feedback was provided with changes that had been proposed by tenants then adopted.

If you would be interested in being involved in this review please contact Jane Mack on 0798 354 2993 or email [jane.mack@west-dunbarton.gov.uk](mailto:jane.mack@west-dunbarton.gov.uk).

## Feedback sought on how women and girls are supported

The West Dunbartonshire Violence Against Women and Girls (VAWG) Partnership want to know what women, children and young people need to support them in living safely in the community.

The Partnership is carrying out a confidential research project with all information available at <https://www.wisewomen.org.uk/wd-needs-led-assessment>

There are three different ways in which people can participate, or they can choose to use more than one.

**Surveys:** There is an anonymous community wide survey (for under 16s and over 16s), and a workforce survey. They are open until March 31 and can be accessed at <https://www.wisewomen.org.uk/surveys>. For those who don't have access to a device or would like support with technology, drop-in sessions will be held at local libraries with more information made available on these soon.

**1:1 Interviews:** They will be confidential and flexible (in person, online or by telephone). Researcher Dr Anni Donaldson can be contacted in confidence at [adresearch52@gmail.com](mailto:adresearch52@gmail.com), or for more information, see: <https://www.wisewomen.org.uk/1-1>

The one to one interviews are open to:

- Women aged 18+ living in West Dunbartonshire with experience of any form of Violence Against Women and Girls (VAWG) now or in the past.
- Those who work directly or indirectly with women, children or young people who have experience of any form of VAWG now or in the past in West Dunbartonshire.
- Those who work directly or indirectly with perpetrators of VAWG in West Dunbartonshire.
- Those who manage staff or services which work directly or indirectly with those affected by, or responsible for VAWG in West Dunbartonshire.

**Focus groups:** There will be four confidential focus groups, two for women and two for young people. Updated information on where they will take place, and how to take part can be accessed through <https://www.wisewomen.org.uk/focus-groups>.

The Focus groups are open to:

- Women aged 16+ living in West Dunbartonshire with experience of any form of VAWG now or in the past;
- Young people aged 14 to 18 living in West Dunbartonshire with experience of any form of VAWG now or in the past.

# Review of allocations policy

Work has been ongoing to review the housing allocations policy with a view to improving outcomes for waiting list applicants.

A review is undertaken every three years when the Council consults with tenants and applicants.

The most recent survey was circulated late last year with 1060 people taking the time to complete the questionnaire.

The first proposal put to respondents was whether they agree to reduce the number of reasonable offers permitted from three to two. The benefits of this would be a reduction in void times, rent loss and less time spent on abortive offers for staff. While 32% agreed or strongly agreed with this, 48% disagreed or strongly disagreed and 23% were unsure.

The second proposal was to suspend offers to applicants with Medical A points if they have rent arrears. Medical Award A is considered urgent where the applicant's current accommodation is causing extreme aggravation to medical condition or disability. This would make the policy fairer to those with medical need but who are not in arrears. Almost half of respondents agreed or strongly agreed while 27% were unsure.

The third proposal involved encouraging tenants who are currently in a home too large for their needs to downsize. Encouraging more tenants to downsize would help free up much-needed larger homes for families on the waiting list who are currently experiencing overcrowding. A total of 67% of respondents felt priority should be given to current Council tenants who wish to downsize rather than those moving into the area.

The fourth proposal was to only allocate properties to homeowners on a short tenancy until they can safely

access their owned property. In the current policy the council does not take ownership of housing into account but are now considering not offering permanent secure tenancies to owner occupiers who can access their home safely. Instead, owners could be offered a Short Scottish Secure Tenancy to allow them time to fix the issues they have at their home currently that is limiting their access to it. The benefits for this are that it would align with other registered social landlord partners in the area and ensure the policy is based on housing needs. More than half of respondents either agreed or strongly agreed with this and only 5% strongly disagreed. Meanwhile 73% also felt that owners being allocated a social housing home should be required to sell their owned home.

The fifth proposal involved changing the age limit for children of the same sex sharing a bedroom from 10 to 16. This would align the Council's policy with the Department for Work and Pensions and other social landlords in the area. 68% either disagreed or strongly disagreed with this proposal.

The final proposal was to allow only one additional bedroom for applicants with access agreements for children. This would make best use of limited housing stock and avoid people living in homes that are underoccupied for large parts of the week while there are bigger families on waiting lists. 58% of respondents were either in agreement or strong agreement with this.

Based on feedback from this survey, changes will be made to the allocations policy that aim to make best use of the Council's stock. These changes will be presented to the Housing and Communities Committee in August for consideration, after which contact with all applicants who may be affected by any changes will be made.

## Focus on your community with a walkabout

Walkabouts offer a valuable opportunity for tenants and residents to report issues in their area directly to the Council.

The walkabout process has been enhanced to ensure that all identified issues are properly recorded and referred to the appropriate teams for action.

This has been developed after review stemming from discussions with tenants at the West Dunbartonshire Council/West Dunbartonshire Tenants and Residents Organisation liaison meetings.

At each walkabout, participants will collectively agree a prioritised list of actions, from which an action plan will be developed.



A follow-up meeting will be held two weeks after the walkabout to provide updates and discuss progress on the remaining actions within the plan.

Any tenant can ask for a walkabout with Housing staff. They work even better when a few tenants come together to share their views around their own community.

If you have any questions, contact either Jennifer McKechnie Tenant Participation Officer on 07823664247 or area co-ordinators. Contact details are below.

### Area co-ordinators:

#### Alexandria/ Dumbarton

**Kevin McCrossan**

Email: kevin.mccrossan@west-dunbarton.gov.uk

Tel: 07833 294324

#### Clydebank Central

**David Lynch**

Email: david.lynch@west-dunbarton.gov.uk

Tel: 07940 077306

#### Clydebank Waterfront

**Suzanne Marshall**

Email: suzanne.marshall@west-dunbarton.gov.uk

Tel: 07501 100246

## Don't ignore your electrical safety appointment

All properties must have their electrics checked every five years, according to new legislation.

The Electrical Installation Condition Report (EICR) takes just over an hour and any remedial repairs identified will also be carried out during the visit.

The checks ensure that all electrical wiring, fuse boxes and electrical components are safe so it is vitally important they are undertaken.

GD Chalmers is the Council's contractor carrying out these checks and they will phone or send a letter to tenants to arrange an appointment. They may also install environmental sensors at the same time.

As the EICRs are a mandatory standard, the Council has the legal right to serve a 24-hour notice and force entry if calls and letters are not responded to or access is denied. The Council is keen to avoid such measures and urge tenants to respond to contact made by GD Chalmers so a suitable appointment can be made.



**GD CHALMERS Ltd**  
ELECTRICAL AND BUILDING SERVICES



## Join the West Dunbartonshire Citizens' Panel

Residents of West Dunbartonshire have the opportunity to join the West Dunbartonshire Citizens' Panel to help shape local services and decisions.

The panel is particularly keen to welcome young people and tenants to ensure a wide range of views are represented.

If you are interested, see <https://www.west-dunbarton.gov.uk/community/have-your-say/citizens-panel/>

If you have questions please email [engagement@west-dunbarton.gov.uk](mailto:engagement@west-dunbarton.gov.uk)

## Help to make a positive change - join the Scrutiny Panel

Do you think you could be the voice of tenants to help make things better? Why not join the Scrutiny Panel.

Member Fiona McClymont, who has been participating for the past six years talks through the benefits of being on the Scrutiny Panel and what she gets out of it.

**What is the Scrutiny Panel?**

The West Dunbartonshire Scrutiny Panel is a group of tenants and residents who receive a factoring service from the Council. They act as a 'critical friend' and review/assess housing service performance. Since being formed a decade ago, the Panel has made 72 recommendations that have led to lasting improvements.

**What will I get out of volunteering?**

Volunteering with the Scrutiny Panel will give you the opportunity to learn new skills, understand and influence housing service performance and make new friends.

**Is it difficult to volunteer?**

The Scrutiny Panel chooses which aspect of housing services to look at. All necessary information is provided by the Council by email or post (if preferred) and Council staff are on hand to provide training, clarification and support. Meetings are monthly and can be attended in person or online. Travel expenses or transport is provided.

**What's the best thing about being part of the Scrutiny Panel?**

One of the best things about the Panel is that we can see our recommendations making a difference and that's really rewarding. For more information or to volunteer call Jane on 07983 542993.



Fiona McClymont (centre) with the Council's Senior Housing Development Officer Jane Mack and Housing Development Co-ordinator Stefan Kristmanns  
Photo credit: Clydesider Creative CIC

## ASB and CCTV teams continue to keep West Dunbartonshire safe

The Antisocial Behaviour (ASB) Team has supported tenants and residents with almost 100 cases between October 2025 and January 2026.

The team offer support and guidance to people dealing with challenging behaviour, to ensure West Dunbartonshire continues to be a safe and pleasant place to live.

While the majority of the cases were resolved through other interventions, 11 warning notices had to be issued.

In addition, an application was made to the court for a Council tenant to be evicted due to their failure to desist from their behaviour despite many interventions by the ASB team.

The team will continue to work both proactively and reactively.

Across the authority, the team are also responsible for the enforcement of parking regulations.

Since this was introduced in October last year, 1200 parking charge notices have been issued. There are benefits of parking enforcement for both pedestrians and road users, making streets safer for both those on foot and behind the wheel.

The Council's CCTV system upgrade is close to being fully completed. The enhancement has seen the number of cameras almost doubling to 407 and has included the upgrade to digital technology.

The final stages of this large-scale project will see new cameras installed in all high rise lifts which is expected to be completed in the coming weeks.

## Housing application process improved

All new housing applicants will now receive vital information about their application from the outset, improving the experience for them.

A statement will be provided to applicants giving them an overview of their application, the areas and property types they have selected and a breakdown of the points they qualify for.

While on the housing waiting list, the new system also allows applicants to easily update any changes in their circumstances or household details to keep their information correct and up to date.

Peter Barry, Chief Officer of Housing, said: "Demand for housing across West Dunbartonshire is very high and applicants can stay on the housing waiting list for a number of years so it is important that they have the detail of their application at their fingertips so this can be updated as necessary."



## Free hearing checks

**Tenants can access free hearing checks at local libraries.**

Looking after your hearing and managing hearing loss is a vital tool in keeping your brain healthy.

If you start to lose your hearing, your brain needs to work much harder to understand what people are saying and, over time, this can affect memory and thinking. Hearing loss can also impact on the enjoyment of social connections with friends and family.

Some steps can be taken at home to protect hearing such as turning down the volume on headphones and the TV, wearing ear plugs when there is a lot of loud noise and, importantly getting hearing and NHS hearing aids checked regularly.

Free hearing checks and NHS hearing aid checks are being offered at both Clydebanks Library and Alexandria Library, with staff from national hearing loss charity RNID on hand to offer useful advice and tips. The sessions at Clydebanks Library take place on the 1st Thursday of each month from 1pm until 3pm. In Alexandria, they are being held every second Thursday of the month, from 10.30am until 12.30pm. They run between March and November.



## Tenant's voice with Frances McGonagle



Less tenants voted in the rent setting consultation than last year which is disappointing but understandable considering the financial pressures we are all under.

Our voices were still heard and there was a clear majority for the lowest rent increase option. The WDTR0 will continue to hold the Council to account and we want to make sure we get the investment and services needed. Any rent increase will be difficult for many and we need to make sure we are getting good value for our rent money and the best services possible.

We have raised recent concerns about caretaker vacancies and the effects these have on the level of service tenants get in the blocks when a caretaker is off. The Council have responded to particular concerns but this is an issue we have raised

before and we need to see better, more sustainable improvements made. All housing staff need to think, 'what would I want if I lived here?' and listen to what tenants are telling them.

There are 12 TRAs in West Dunbartonshire so if there is a TRA in your area, please get in touch with them and see what they are doing. You can also contact us if you have an issue that you would like us to raise.



Contact the WDTR0 by email at [harrymccormack.wdtro@gmail.com](mailto:harrymccormack.wdtro@gmail.com) or through Facebook

## Managing air quality in homes

Improving air quality and avoiding dampness in the home is a key priority for both tenants and the Council.

To help tenants manage this and detect any potential issues at a very early stage, the Council are currently installing environmental sensors in its homes.

These devices track air quality and flag irregularities so that action can be taken to address them before a problem develops.

One of the common problems identified is excessive moisture in the home. This can come from things like cooking or drying clothes.

While these actions are an unavoidable part of day-to-day living, there are steps tenants can take to better manage the air quality in their homes.

**Ventilation** – ensuring that windows are opened a couple of times per day in each room helps to keep the air

fresh and flowing, especially if doors have been closed overnight.

**Heating** – maintaining an ambient and consistent temperature throughout the home prevents the production of condensation. Keeping heating on low and boosting only when necessary is a fuel-efficient way to heat the rooms.

**Fans/mechanical ventilation** - using any fans in kitchens and bathrooms will get rid of steam that is created while showering or cooking.

A dry home is easier to heat and getting rid of excessive moisture in the air is key to avoiding condensation which can lead to dampness.

To find out more about the environmental sensors programme, see <https://www.west-dunbarton.gov.uk/housing/maintenance-repairs/damp-and-mould/env-ironmental-sensors/>

## Progress made in tackling West Dunbartonshire housing emergency

Stakeholders from a variety of organisations, all with an interest in housing matters in West Dunbartonshire, recently came together to learn more about the progress in the Council's Housing Emergency Action Plan.

At the recent Housing Summit – the second to be held by the authority – representatives from housing associations, tenant groups and health and social care were updated on progress, hearing that more than half of the actions on the plan have already been completed.

Positive conversations took place on further collaborative actions and discussions for the coming year.

The information was fed back to the Housing and Communities committee in February and reports will be brought to future committees.



## Support for people with disabilities, their family and carers

Support is available for people living with disabilities, their families and carers through the charity Improving Lives.

The Dalmuir-based organisation covers the whole of West Dunbartonshire, offering a safe and informative space for people who require support and assistance.

One to one advice is available as are personalised support plans to assist people to make improvements to their lives in whatever way they feel is important to them. This can be getting out of the house for the first time in years, attending support or activity groups, accessing education or employment, filling in a form or assistance in applying for a blue badge or bus pass.

From their hub at 627 Dumbarton Road, Improving Lives also run several support groups such as autism peer support, Art for Anxiety and a men's fishing group. All groups are peer led and focus on developing confidence, growing relationships and building on strengths.

They link with other agencies too which helps create a one stop shop for all things disability related. Improving Lives can be contacted on 0141 237 4560 or by email to [contact@improvinglives.co.uk](mailto:contact@improvinglives.co.uk)



# ON THE SPOT



**Aileen Pollock**  
Parkhall Tenants & Residents Association

What three words best describe you?  
Sociable, active, friendly.

How long have you volunteered in a tenant group?  
One year.

What made you want to get involved?  
I have a keen interest in my local environment and community so thought that joining the Tenants & Residents group would allow me to contribute to the locality.

What's your favourite part of being in a tenant's group?  
Meeting with like-minded neighbours who also have similar concerns and ideas for our area.

What's the funniest moment you've had?  
I campaigned for 10 years to have a disused, broken and vandalised phonebox removed and it was finally gone from my view, however I woke up two weeks later to a big bright yellow sand bin in its place.

How do you like to unwind?  
I like to socialise with friends and family and visit Loch Lomond in both summer and winter for the spectacular walks and scenery.

If you could make one thing happen to make your area a better place, what would it be? I would like to see more visible community policing as this sadly seems to have gone.

What's the best piece of advice you have ever been given?  
To be optimistic and to manage my expectations in life and to always try to be kind and sympathetic.

West  
Dunbartonshire  
COUNCIL

ELECTED  
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2022 – 2027

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know your  
councillors

More info here:





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## USEFUL PHONE NUMBERS

### West Dunbartonshire Council

**Contact Centre** can be reached on **01389 738282** and is open:  
Monday to Thursday, 9am - 4.30pm,  
Friday 9am to 3.30pm.

The contact centre can direct your call on any housing matter. There is a lot of useful information on our website which is updated regularly. Please visit: [www.west-dunbarton.gov.uk](http://www.west-dunbarton.gov.uk)

### Repairs

Call us on Freephone **0800 073 8708** during office hours 8.30am - to 4.30pm Monday to Thursday and 8.30am to 4pm on a Friday.

Alternatively, you can email the repairs service on: [housing.repairs@west-dunbarton.gov.uk](mailto:housing.repairs@west-dunbarton.gov.uk) or visit the website: [www.west-dunbarton.gov.uk/housing/maintenance-repairs](http://www.west-dunbarton.gov.uk/housing/maintenance-repairs).

Outwith these hours or to report an emergency repair call **0800 197 1004**

### Gas Heating Repairs (City Technical)

**0333 202 0708**

### General

|                           |                      |
|---------------------------|----------------------|
| Council Tax               | <b>01389 737444</b>  |
| Special (bulky) uplifts - | <b>01389 738282</b>  |
| Grass cutting             | <b>01389 608412</b>  |
| Litter Hotline            | <b>01389 772059</b>  |
| Environmental Health      | <b>01389 738290</b>  |
| Pest Control              | <b>01389 738282</b>  |
| Recycling & Waste         | <b>01389 738282</b>  |
| Trading Standards         | <b>01389 738519</b>  |
| Caretaking Service        | <b>01389 738282</b>  |
| Dog Warden                | <b>0141 951 7957</b> |
| Home Content Insurance    | <b>01389 737867</b>  |

### Housing Allocation Enquiries

**01389 738548**

### Anti Social Behaviour (inc. dog fouling)

All anti social behaviour incidents can be reported on **01389 772048** 8:30am - 2am Monday - Friday and 3pm - 2am Saturday - Sunday

### Fraud Investigation **01389 738217**

**Team** Covers tenancy, procurement, Council Tax, social care, employee and Blue Badge fraud

### Help with Homelessness

Homeless Emergency (24 hour freephone) **0800 197 1004**

Homeless & Housing Options Hub **01389 776400**

**Home from Home (furniture re-use centre)** **01389 733733**

### Social Work

#### Adults and older people

Clydebank **01389 811760**  
Dumbarton **01389 776499**  
Children & families (all areas) **0141 562 8800**

### Working4U

Benefits and money advice, employability and learning **01389 738282**

### General Numbers for Advice and Assistance

MY BUS (bookable bus service for elderly and disabled) **0345 128 4025**

Citizens Advice Bureau **0800 484 0136**

Police non emergency **101**  
In an emergency dial **999**

Crimestoppers (freephone) **0800 555 111**

Dumbarton District Woman's Aid **01389 751036**

Scotland's Domestic Abuse Helpline (24/7 free helpline) **0800 027 1234**

## Living Well in West Dunbartonshire

Health and wellbeing information is now available at libraries in Clydebank, Dumbarton and Alexandria.

Living Well events are being held in the area with the next on 28th May at Dumbarton Library between 10am and 2.30pm. Organisations attending include Breathing Space, Quit Your Way, Live Active, West Dunbartonshire Community Volunteering Service and the Royal National Institute of Blind People.

For more information, email [ggc.wdchp.admin@nhs.scot](mailto:ggc.wdchp.admin@nhs.scot)



Join the Council's New WhatsApp Channel - the new go to spot for important updates, local news, and more. Scan the QR Code to follow the channel

## WAYS TO PAY YOUR RENT

### Through your bank...

This is our preferred method for you to pay your rent. It's easy for you and convenient. You can access the forms online to set up these payments with your bank.

### At any PayPoint outlet...

There are 85 PayPoint outlets within West Dunbartonshire. Find out your nearest PayPoint by visiting: [www.paypoint.com/en-gb/consumers/store-locator](http://www.paypoint.com/en-gb/consumers/store-locator) Payments can be made by cash and debit card.

### By telephone or internet...

You can use your debit or credit card to make payment by:

- visiting our website [www.west-dunbarton.gov.uk](http://www.west-dunbarton.gov.uk) and clicking on the 'Pay It' button to go to the payments page
- using our 24hr automatic telephone payment service on **0161 622 6948**
- calling our Contact Centre on **01389 738282**

### At the Post Office...

By swiping your rent card at any Post Office, you can pay by cash or debit card.

### Other formats

This document can be viewed as a PDF on our website: <http://www.west-dunbarton.gov.uk/housing/housing-news/> It can also be provided in large print, Braille or on audio cassette and can be translated into different community languages. Please contact: Corporate Communications, Council Offices, 16 Church Street, Dumbarton, G82 1QL. Tel: 01389 737000

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

هذه الوثيقة متاحة أيضا بلغات أخرى والأحرف الطباعة الكبيرة وبطريقة سمعية عند الطلب.

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formie audio.

# TRY OUR QUIZ!

**WIN!  
£25  
SHOPPING  
VOUCHER**

For your chance to win a £25 shopping voucher, email your answers with your name, address and contact number by 1st May 2026 to [housingnews@west-dunbarton.gov.uk](mailto:housingnews@west-dunbarton.gov.uk) or you can phone or text your answers to 07983 542993.

- Where is the charity Improving Lives based?  
a) Duntocher  
b) Dalmuir  
c) Old Kilpatrick
- How many recommendations has the Scrutiny Panel made that have led to lasting improvements?  
a) 15  
b) 72  
c) 106
- In which hall does Parkhall TRA meet in?  
a) Rose Hall  
b) Lily Hall  
c) Ivy Hall

## PREVIOUS QUIZ WINNER



Congratulations to Scott Murray from Old Kilpatrick who was delighted to win the quiz in the winter edition of Housing News.

HOUSING

**news**

Don't miss the next edition of Housing News due out in SUMMER 2026



**GOLD ACCREDITED**  
FOR EXCELLENCE IN  
TENANT PARTICIPATION