

# NEWS

# SUMMER

• ENJOY EVERY MOMENT •

## **SIGNIFICANT DATES:**

**AGM:** 9 September 2026 at 6pm

## **OFFICE CLOSURES:**

### **Glasgow Fair:**

Friday 17 July & Monday 20 July

### **September Weekend:**

Friday 25 September &  
Monday 28 September



## Have Your Say from Home –

# Join Our Armchair Critics Group



At Dunbritton, we know that some tenants want to get involved and share their views without attending meetings or travelling to our office. That's why our Armchair Critics Group (ACG) offers a simple and flexible way to help shape our services, all from the comfort of your own home.

The Armchair Critics Group gives tenants the opportunity to review documents, provide feedback, and share ideas on the services and policies that matter most to our communities. Whether by post or email, you can take part in your own time and at your own pace.

## Why Join the Armchair Critics Group?

- **Have Your Say** – Share your views and experiences to help improve our services.
- **Flexible and Easy to Join** – No meetings or travel required.
- **Make a Positive Difference** – Your feedback helps us improve services for all tenants.
- **Take Part in Your Own Time** – Respond whenever it suits you.

## What's Involved?

As a member of the Armchair Critics Group, you may be asked to:

- Review draft policies and procedures
- Share feedback on consultations and service improvements
- Suggest ideas to help improve the customer experience

There is no previous experience needed, just a willingness to share your thoughts and opinions.

The ACG is ideal for tenants who want to get involved in shaping services but prefer a more relaxed and flexible approach to participation.

We are always looking for new members and fresh perspectives to help ensure tenant voices remain at the heart of everything we do.

If you would like to find out more or are interested in joining the Armchair Critics Group, please contact the Housing Services Team on **01389 761486 (Option 2)** or email **admin@dunbritton.org.uk**



# Community Improvement Budget Making a Difference

Each year, our Housing Officers are provided with a small local improvement budget to help make practical enhancements to our neighbourhoods and communal areas. These improvements are designed to help keep our communities clean, safe, and pleasant for everyone to enjoy.

During 2025–2026, Housing Officers used these budgets to complete a range of local improvement works, including:

- Installing “No Ball Games” signs in appropriate areas
- Installing “No Dog Fouling” signs to help promote cleaner shared spaces
- Power washing parking bays and bin store areas
- Supplying and fitting gates to bin stores
- Installing fencing to fully enclose bin store areas

These projects were identified as priorities within our communities and have already helped improve the appearance and management of several neighbourhood areas.

Residents thanked the Association for installing an enclosed gate at the John Street bin store and commented on the positive difference it has made in reducing fly tipping.

We are now beginning to plan improvements for the coming year and would like to hear from tenants about any ideas or suggestions they may have for their local area. Whether it is environmental improvements, signage, security measures, or other small community enhancements, your feedback is important to us.



If you have a suggestion for an improvement in your neighbourhood, please contact your Housing Officer, who will be happy to discuss your ideas further.

Working together with our tenants helps us continue to improve our communities for everyone.



# New Employment Rights – What You Need to Know

citizens  
advice  
bureau

New employment rights started coming into effect from February 2026, with more changes being introduced gradually throughout 2026 and 2027. These updates are designed to give employees better protection and clearer rights at work.

## New “Day 1 Rights” Introduced in April 2026

Some important rights now apply from your very first day in a new job, including:

- **Statutory Sick Pay (SSP)**  
SSP is now paid from the first day of illness, instead of from day four. The lower earnings limit has also been removed, meaning more workers can now qualify for sick pay.
- **Family Leave**  
Employees are now entitled to Paternity Leave and Unpaid Parental Leave from day one of employment.
- **Bereaved Partner’s Paternity Leave**  
A new right allowing time off following the death of a child’s mother or primary adopter.
- **The Fair Work Agency**  
A new organisation has been created to help protect workers’ rights and enforce employment laws, including issues relating to holiday pay and statutory sick pay.

## More Changes Still to Come

Additional employment law changes are expected during 2026 and 2027, including updates to:

- unfair dismissal rights
- trade union legislation
- protections against workplace harassment

With so many changes happening, it can sometimes be difficult to know what your rights are or what to do if you are unhappy at work.

If you need free and confidential employment advice, contact **WDCAB** on Freephone **0800 484 0136** or visit the website **www.wdcab.co.uk** for further support.

## Universal Credit and Transitional Protection

When people migrated over to Universal Credit (UC) from the old legacy benefits, such as Tax Credits, Income Support, income related Employment and Support Allowance (irESA), the DWP put in place an extra element called “Transitional Protection”.

Transitional Protection was implemented to ensure that claimants were not financially worse off at the point of claiming Universal Credit because someone who was being made to claim UC, and had the same circumstances, was at risk of being worse off than they were under irESA. This particularly affected those who had been in receipt of a disability benefit and the Severe Disability Premium. The Transitional Protection offered a solution to this.

People who are in receipt of UC with the transitional element in place will notice their monthly payments remaining the same, even though the standard allowance and the rent may have increased. This is because the transitional element will decrease with

every increase of UC entitlement. The Transitional element was never intended to be permanent the claimant will eventually only get what they would be entitled to under UC.

For those who have a UC journal, they can check their online payment statements and for those with a paper-based claim, they should receive monthly paper statement to check and ensure that the payment is correct.

Claimants with a paper-based claim who do not regularly receive payment statements from UC, should call the **UC General Helpline** on **0800 328 5644** (lines are open Monday to Friday, 8am to 6pm and calls are free from mobiles and landlines), to have this remedied.

If in doubt then you can contact **WDCAB** on our freephone number **0800 484 0136**, (lines are open Monday to Thursday, 8.30am to 4.30pm).

## West Dunbartonshire Energy Advice Service



Marija Arbeitere – Energy Advisor

The service also provides support for individuals to improve their wellbeing by offering guidance on behaviour change as well as helping to connecting them with local services and activities.

If you want to chat with one of our Energy Advisors, call us on **0141 952 4382** and speak with Jim, Marija or Lisa.

Alternatively, you can self-refer via our website: <https://www.comlinks.org.uk/energyadvice>

West Dunbartonshire Energy Advice Service is a free support service, delivered by Community Links Scotland, which is open to all Dunbritton Housing Association tenants or factored owners.

This service is available to anyone who is experiencing hardship as a result of their fuel bill, and we:

- Ensure clients are accessing all relevant financial support.
- Work on behalf of clients in dispute or debt with energy providers.
- Ensure that clients are using their heating systems in the most cost-effective way.
- Provide information and advice on energy efficiencies within a client's home.

Our energy advocacy support helps households to access

eligible energy supplier initiatives such as Hardship Grant Funding Support, Warm Home Discount and the Priority Services Register. In addition, we work closely with the Fuel Bank Foundation to enable our service to allocate emergency fuel voucher support to households who are in danger of falling into self-disconnect and have no other avenue of assistance open to them.

We also seek to maximise household incomes and can refer to our partners to arrange for benefit health checks to be carried out. This ensures that households are receiving all the eligible benefits and pensions that they are entitled to.

Our support can be provided by an in-home visit or if preferred, we can offer assistance remotely by phone or video call. We also have drop-in energy surgeries in venues across West Dunbartonshire.

## Starter Packs – First Steps

Community Links Scotland also have access to funding that can support people taking up tenancies after a period of change through our Starter Packs – First Steps project.

There are a variety of packs available to new tenants which include:

- Cooking essentials (pots, oven dish, utensils, storage containers, chopping boards)
- Dishes essentials (tea towels, glasses, mugs, plates, bowls, cutlery)
- Household essentials (tea towels, cloths/sponges, washing

up liquid, bin bags, toilet roll, cleaner, soap powder, dustpan)

- Bedding essentials (double or single duvet, pillow, sheets and duvet covers, towels, blanket)
- Home essentials (kettle, toaster, lightbulbs, blanket, tea, coffee)
- Hygiene essentials (shampoo, shower gel, toothpaste, toothbrush, deodorant, handwash, sponge / cloth, sanitary products, shaving produces)

If you are in need of support, please contact your Housing Officer or you can refer yourself directly by e-mailing [info@comlinks.org.uk](mailto:info@comlinks.org.uk) or calling **0141 952 4382**.



# Garden Competition – Summer 2026

It's that time of year again to step outside, enjoy the fresh air, and show off your beautiful gardens – with the added bonus of a chance to win £50!

We're always impressed by the care and effort our tenants put into keeping their gardens and neighbourhoods looking their best. Once again, we'll be visiting developments across our areas to judge this year's entries.

Winners will be announced and presented with their

prizes at our AGM in September. There will be two winners in total – one from West Dunbartonshire and one from Argyll & Bute. We'll also showcase photos of the winning gardens in a future newsletter.

If you'd like to enter, or nominate a neighbour whose garden deserves recognition, please send your details to [admin@dunbritton.org.uk](mailto:admin@dunbritton.org.uk).

To take part, you must be a tenant of Dunbritton HA and not have been one of last year's winners.

**Good luck –**  
we can't wait  
to see your  
gardens in  
bloom!

# Good Neighbour Award – Summer 2026



Do you know someone who goes the extra mile to make their community a better place? Our Good Neighbour Award is your chance to recognise those small acts of kindness that make a big difference – with a chance for them to win £50!

We know that being a good neighbour can mean many things, from lending a helping hand and checking in on others, to creating a friendly and supportive environment for everyone. We're proud of the strong sense of community across our developments and want to celebrate those who help make it special.

Two winners will be selected – one from West Dunbartonshire

and one from Argyll & Bute – and will be invited to receive their award at our AGM in September. We'll also highlight their stories in a future newsletter.

If you would like to nominate a neighbour who deserves recognition, please get in touch by phone on **01389 761486** and selecting option 2 or email [admin@dunbritton.org.uk](mailto:admin@dunbritton.org.uk)

Nominees must be tenants of Dunbritton HA and should not have won the award last year.

Let's celebrate the people who make our communities such great places to live!



# New Bike Storage Now Available

Great news! We've installed new secure bike storage at the flats at Walker Place, Helensburgh and the flats at Leven Street, Alexandria, thanks to funding from Cycle Scotland and support from Community Links.

The new bike stores give residents a safe, convenient place to keep their bikes, helping to keep communal areas clear, tidy and safe for everyone.

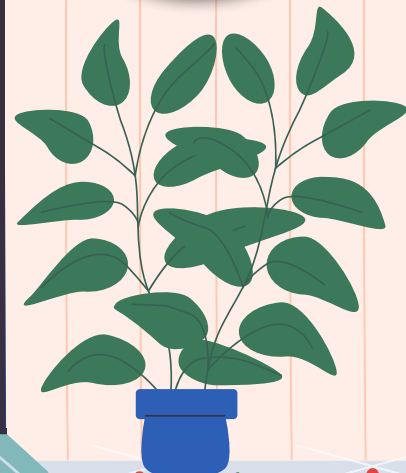
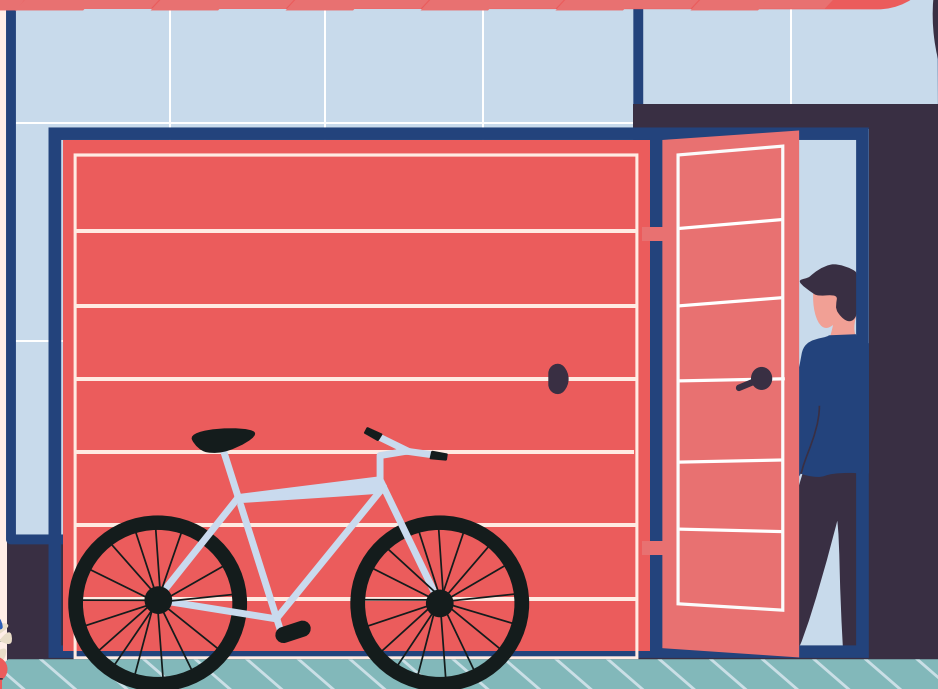
Each unit can hold up to 6 bikes and is accessed by key. Spaces are limited, so priority is given to residents who were previously storing bikes in common areas, and a waiting list may apply.



If you'd like to use the bike storage, get in touch on **01389 761486 (option 2)** or email **admin@dunbritton.org.uk**.

**Quotes from residents:**

This will allow me to buy my child a bike and store it safely.



# Keeping Our Bin Stores Clean and Safe

Keep  
it  
clean

We have recently seen an increase in problems within communal bin stores, including overflowing bins, incorrect waste being placed in recycling bins, and large household items being left in communal areas. These issues can create unpleasant environments, attract pests, and make it difficult for waste collections to take place efficiently.

We would like to remind all residents of the importance of disposing of waste responsibly and recycling correctly.

## What Goes in the Blue Recycling Bin?

The blue recycling bins should only be used for recyclable household materials such as:

- Clean paper and cardboard
- Plastic bottles, pots, tubs and trays
- Tin cans and metal food containers

Please ensure items are clean and empty before placing them in the recycling bin.

## Please Do NOT Place the Following Items in Your Blue Recycling Bin

The following items cannot be recycled in the blue bins:

- Glass
- Food waste
- Plastic bags
- Plastic film and black plastic food trays
- Polystyrene or other plastic

- packaging material
- Paint tins
- Foil wrapping paper
- Hard backs from catalogues or books (inner pages can be recycled)
- Photographs
- Cardboard contaminated with food, such as pizza takeaway boxes

## What Goes in the General Waste Bin?

General waste bins should be used for items that cannot be recycled, including:

- Food waste if bin not provided
- Nappies and sanitary products
- Plastic bags which cannot be re-used
- Polystyrene, bubble pack and cling film
- Crisp packets and other similar wrappers

## Please Break Down Cardboard Boxes

Large cardboard boxes quickly fill up communal bins and reduce space for other residents. Before placing cardboard into the recycling bin, please flatten and break down all boxes to help create more space.

## Disposal of Large Household Items

Furniture, mattresses, electrical items, and other bulky household waste must not be left in bin stores or communal areas. Residents are responsible for



John St/West King Street – before & after of bin Store

taking these items to their nearest household waste disposal or recycling facility.

If you are unsure where your nearest waste disposal facility is located, please contact your Housing Officer who will be happy to advise you.

By working together and disposing of waste correctly, we can help keep our communities clean, safe, and pleasant for everyone.

**SAFETY FIRST**



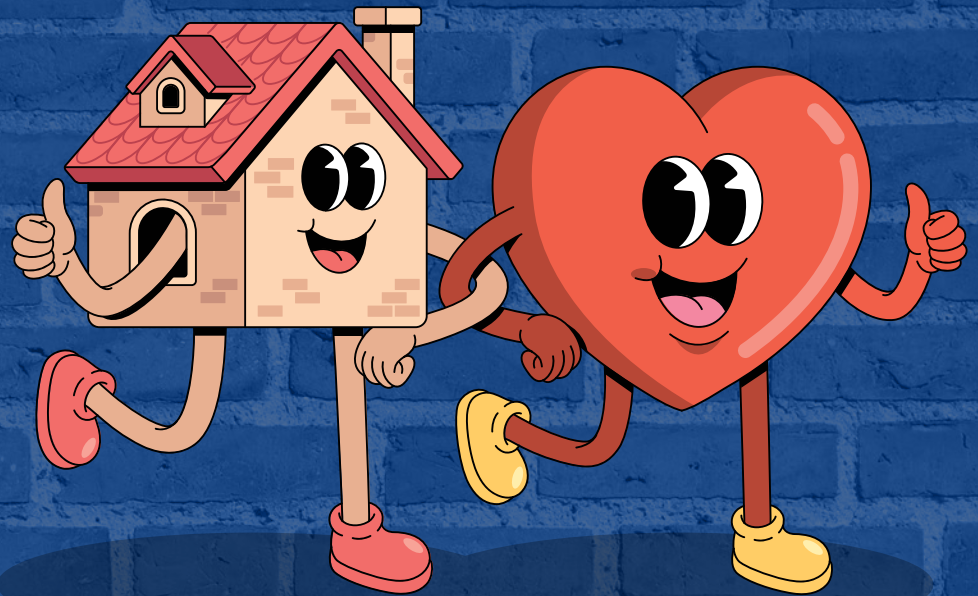
# New Biennial Home Visits Programme

Over the coming months, our Housing Officers will be contacting tenants to arrange a biennial home visit if this has not already taken place.

These visits are an important part of helping us provide safe, well-maintained homes and ensure we continue to support our tenants effectively. During the visit, your Housing Officer will:

- Check the general condition of the property
- Discuss any repairs or concerns you may have
- Ensure your contact details are accurate and up to date
- Confirm emergency contact information
- Talk about your wellbeing and identify any support you may need

The visits also give tenants an



opportunity to speak directly with their Housing Officer, ask questions, and discuss any issues affecting their tenancy or home.

We encourage all tenants to make time for these visits, as they help us maintain high standards across our homes and communities while

ensuring support is available where needed.

If you are contacted by your Housing Officer, please work with them to arrange a convenient appointment time. We appreciate your cooperation and look forward to meeting with you.

## Updating Your Household Details

If you have changed your email address or telephone number, please contact your Housing Officer or email **admin@dunbritton.org.uk** with your updated details.

As we increasingly communicate with residents via email and text through our Homemaster system, it is important that we have your current contact information to ensure you do not miss any messages or

important communications.

Also, if you wish to change your preferred method of communication e.g. letter / email, again please contact your Housing Officer or email **admin@dunbritton.org.uk**.

If a member of your household has moved out, you have had a baby, or you would like to request permission for someone to live with you, please contact your Housing Officer.

# Protecting What Matters:

## The Importance of Household Contents Insurance

**Recent incidents of flooding and water damage in several of our properties have highlighted the importance of having adequate household contents insurance in place.**

While the Association insures the buildings we own, our insurance does **not** cover tenants' personal belongings. This means that if your home is affected by a flood, fire, burst pipe, or another unexpected event, you may not be able to claim for damaged

items such as:

- Carpets and floor coverings
- Furniture
- Electrical items and appliances
- Clothing and footwear
- Curtains and soft furnishings
- Personal possessions and valuables

Replacing these items can be expensive, and contents

insurance can provide valuable financial protection and peace of mind.

As a tenant, you are free to choose any insurance provider that meets your needs and budget. However, the Association has information on two insurance schemes specifically designed for housing association tenants.

If you would like more information about these schemes, please contact us on **01389 761 486 (Option 2)** and a member of our team will be happy to help.

Taking out content's insurance is a simple step that could make a significant difference if the unexpected happens. We encourage all tenants to consider whether they have suitable cover in place to protect their belongings.



Make a  
Difference



# Join Our Tenant Scrutiny Group

**At Dunbritton, we believe our tenants play a vital role in helping shape and improve the services we provide. Our Tenant Scrutiny Group gives tenants the opportunity to have their voices heard, influence decision-making, and work alongside staff to improve services for everyone.**

The group meets quarterly at our office and is made up of tenants who are passionate about making a positive difference within their community. Over the past year, members of the group have been involved in a wide range of important work, including reviewing our Void Procedure, providing feedback on our Good Neighbour Agreement, taking part in a tour of our housing stock, and sharing views on our rent increase consultation process.

## Why Join the Tenant Scrutiny Group?

- **Have Your Say** – Share your experiences and ideas to help improve services.
- **Influence Decisions** – Help shape policies and procedures that affect tenants and communities.
- **Meet New People** – Work alongside other tenants who want to make a difference.
- **Learn New Skills** – Gain experience in reviewing services and providing feedback.
- **Expenses Reimbursed** – All reasonable expenses incurred while attending meetings or events will be reimbursed.

## What's Involved?

The group meets once every quarter, making it easy to fit around other commitments. No previous experience is needed, just an interest in helping improve services and representing tenant views.

Current and future topics for review include:

- Housing services and procedures
- Tenant communications and publications
- Estate and neighbourhood matters
- Customer service improvements
- Feedback on policies and consultation exercises

We are always keen to welcome new members and fresh perspectives to the group. By joining, you can help ensure tenant voices remain at the heart of everything we do.

If you would like to find out more or are interested in joining the Tenant Scrutiny Group, please contact the Housing Services Team on **01389 761486, Option 2** or email **admin@dunbritton.org.uk**



# Tenant Participation Ideas for the Year Ahead

As we look ahead to another exciting year across our communities, we're delighted to share some upcoming tenant participation activities being planned. These events are all about bringing neighbours together, creating stronger communities, and making sure everyone has opportunities to get involved.

## Fun Day Planned for Children and Families in Dumbarton & Alexandria

Residents in Dumbarton and Alexandria can look forward to a community Fun Day for children and families later this year. The event is being organised to encourage local families to come together for a day packed with activities, games, music, and entertainment.

Ideas currently being explored include:

- Fun Games & Challenges
- Face Painting
- Mini Disco
- Fun Prizes
- Buffet

The Fun Day will also provide a great opportunity for tenants to meet local staff, chat with

neighbours, and find out more about services and community projects happening in the area.

Residents who would like to volunteer, suggest activities, or help with planning are encouraged to get involved. Tenant participation works best when everyone has a voice.



## Mindfulness and Wellbeing Event in the Lochside

A relaxing wellbeing and mindfulness event is also being planned for residents in the Lochside.

The event will focus on promoting positive mental health, reducing stress, and encouraging residents to take time for self-care and connection with others. Planned activities may include:

- Guided mindfulness and relaxation sessions

- Gentle breathing and wellbeing exercises
- Tea, coffee, and informal social time
- Wellbeing information and support resources
- Creative activities to support relaxation

The aim is to create a welcoming and supportive environment where residents can unwind, meet others, and learn simple techniques to improve everyday wellbeing.

## Event in Arrochar

An event is being planned for residents of Arrochar and Succoth later in the year.

We are planning to invite a representative from Community Links Scotland – Energy Advice Service to the event. Their role is varied and can include providing advice and support on energy bills and tariffs, keeping homes warm, avoiding disconnection due to debt, and discussions / negotiations with energy suppliers.

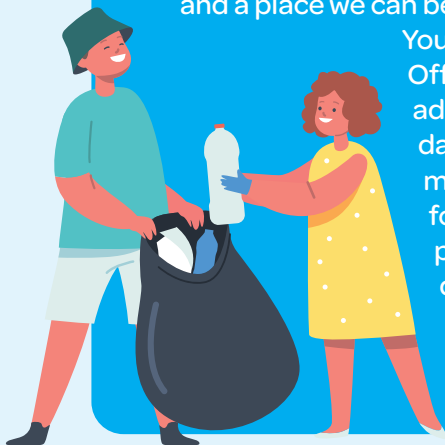
We also hope that a representative of the Citizens Advice Bureau will attend the event. They offer advice on a range of issues from Debt and Benefits, Energy Suppliers, Consumer Rights, and many other issues.

In the meantime, if you would like a referral to either the Energy Advice Service or the Citizens Advice Bureau, please contact your Housing Officer who can make a referral on your behalf.

## Litter Picks

We are inviting all residents to take part in a community litter pick to help keep our neighbourhoods clean, tidy and a place we can be proud of.

Your Housing Officer will advise of the date, time and meeting point for the litter pick. Further details will be provided closer to the event.



## Get Involved in Tenant Participation

Tenant participation is a valuable way for residents to influence services, shape community activities, and help build stronger neighbourhoods. Throughout the coming year, we hope to offer a wide range of events and opportunities for tenants of all ages.

Whether you are interested in family events, wellbeing activities, community improvements, or volunteering opportunities, we would love to hear your ideas.

Keep an eye on our Facebook page and website for confirmed dates and further details on upcoming events.

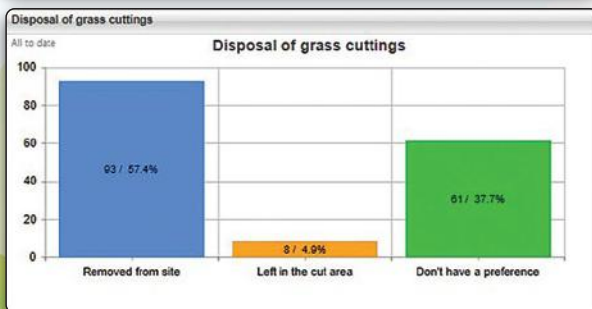
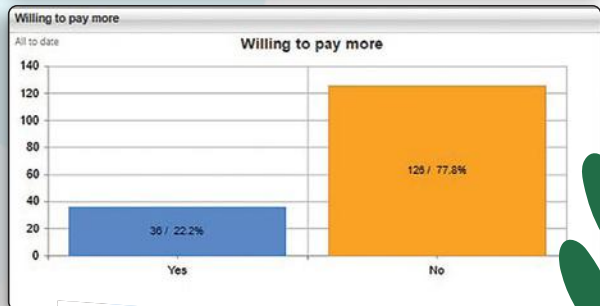
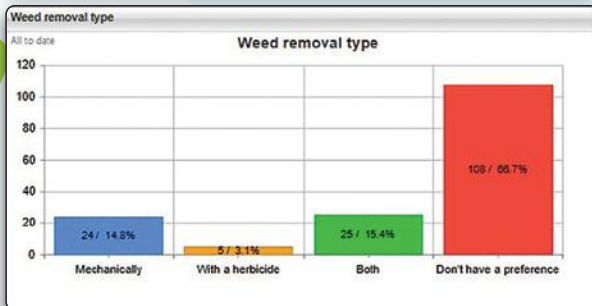
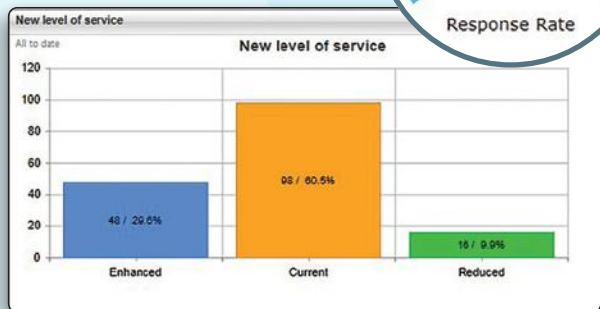
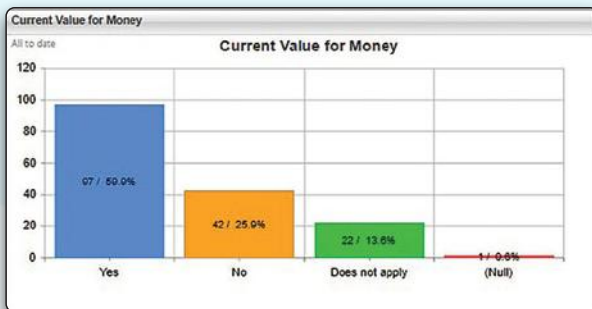
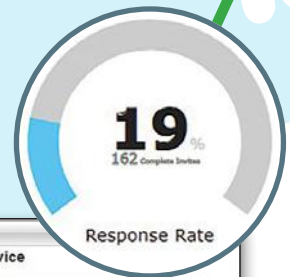


# Grounds Maintenance Contract Update



As our Grounds Maintenance Contract was due for renewal this year, we invited tenants and homeowners in areas covered by our grounds maintenance service to complete a survey. Their feedback helped shape the service specification for prospective contractors.

The survey results are shown below:



Following the survey, we invited companies to tender for the contract and received several competitive submissions. After a thorough evaluation, we are pleased to confirm that the contract has been awarded to **DAS Contracts** for an initial period of 3 years, with the option to extend for a further 2 years.

The new contract took effect on **1 June 2026**, and we look forward to working with DAS Contracts to deliver a high-quality grounds maintenance services across our communities.



# Access for Repairs



We have recently seen an increase in “**no access visits**” for reported repairs. This is when our contractors attend a property but are unable to gain entry to carry out the work, or they have not received an answer from you to arrange an appointment.

To help ensure repairs are completed as quickly and efficiently as possible, it’s important that residents are aware of how appointments are arranged. In many cases, our **contractors will contact tenants directly** to organise a suitable date and time for the repair. If you report a repair please remember that you may be called from an unfamiliar number.

Please:

- Watch for calls, texts, or messages from our contractors
- Answer phone calls, even if the number is unfamiliar
- Respond promptly to arrange or confirm appointments

Missed appointments can lead to delays in completing repairs and may result in additional visits being required or the repair being cancelled.

If you are unable to attend an agreed appointment, please let the contractor know as soon as possible so it can be rearranged at a more convenient time.

By working together, we can help reduce delays and ensure repairs are completed quickly and efficiently.



# Window and Door Upgrade Programme

We are pleased to advise that we have engaged Sidey Solutions to deliver a door and window upgrade programme at West Bridgend, School Lane and Levenbank Terrace.

The works are underway and are expected to be completed in August. This upgrade is part of our ongoing commitment to improving the quality, comfort, and energy efficiency of our homes.

The programme includes the installation of new, high-quality windows and doors, designed to enhance

insulation, improve security, and help reduce energy costs for residents. These improvements will contribute to creating warmer and more comfortable homes, while supporting long-term sustainability through increased energy efficiency.

We would like to thank residents for their patience and cooperation during these works. We appreciate that there may be some disruption while installations are being completed, and we are working closely with Sidey to minimise any inconvenience.



# SHQS Surveys

The Scottish Housing Quality Standard (SHQS) defines the Scottish Government's minimum standard for social housing. To ensure Dunbritton Housing Association meets this standard, we inspect our properties every five years on a rolling basis.

Properties must meet the following criteria:

- Meet tolerable standard.
- Be free from serious disrepair.
- Be energy efficient.
- Have modern facilities and services.
- Be healthy, safe and secure.

Over the course of the year our Maintenance Officers visit properties to carry out Scottish Housing Quality Standard Surveys. The surveys are comprehensive and 55 elements are inspected to ensure that all criteria are met, and the condition of the property is satisfactory.

These surveys are also used to inform our planned maintenance schedule.

Surveys will be carried out on an area basis, and you will be contacted to advise of when the Maintenance Officer will be in your area.



## Medical Adaptations

The Scottish Government provides funding that allows us to adapt our properties where there is a medical need. These adaptations are undertaken when an Occupational Therapist has determined that the tenant, or member of the household, requires alterations to allow best use of their home.

Last year we carried out a range of adaptations:

- Installation of wet floor bathrooms
- Installation of level access and over bath showers
- Fitting of grab rails

If you have medical needs and would like to apply to have your home adapted please contact the Occupational Therapy department at West Dunbartonshire, or Argyll & Bute Council, to have a needs assessment by an Occupational Therapist.



# Changes within our Finance & Corporate Services Team

We are delighted to welcome Caoimh McCormick to the team.



Caoimh joins us as a Finance & Corporate Services Assistant and will play a key role in supporting both the Finance and Corporate Services functions. Her role will involve assisting with financial processing, supporting the preparation of reports, maintaining accurate records, and helping to ensure the smooth day-to-day running of the team.

Welcome  
to the  
**TEAM**

Caoimh will also work closely with colleagues across the organisation, contributing to a range of administrative and corporate activities that support the wider business.

# Food for Thought

Staff at Dunbritton Housing Association have once again shown their strong community spirit by coming together to support Food for Thought, the local foodbank serving Dumbarton and the wider West Dunbartonshire area.

In response to a request, our wonderful staff organised a workplace food drive, collecting a range of essential items to support those in need.



# Colouring Competition Winner Announced!

We're excited to announce that Sophie and her family were the lucky winners of our Family Fun Day giveaway featured in the last newsletter! They had a fantastic time at Splatter Art!

Congratulations also go to Alesha, our colouring competition winner, and to Zofia for her brilliant entry in the crossword challenge – well done to both of you!



## Could You Be This Year's Winner?

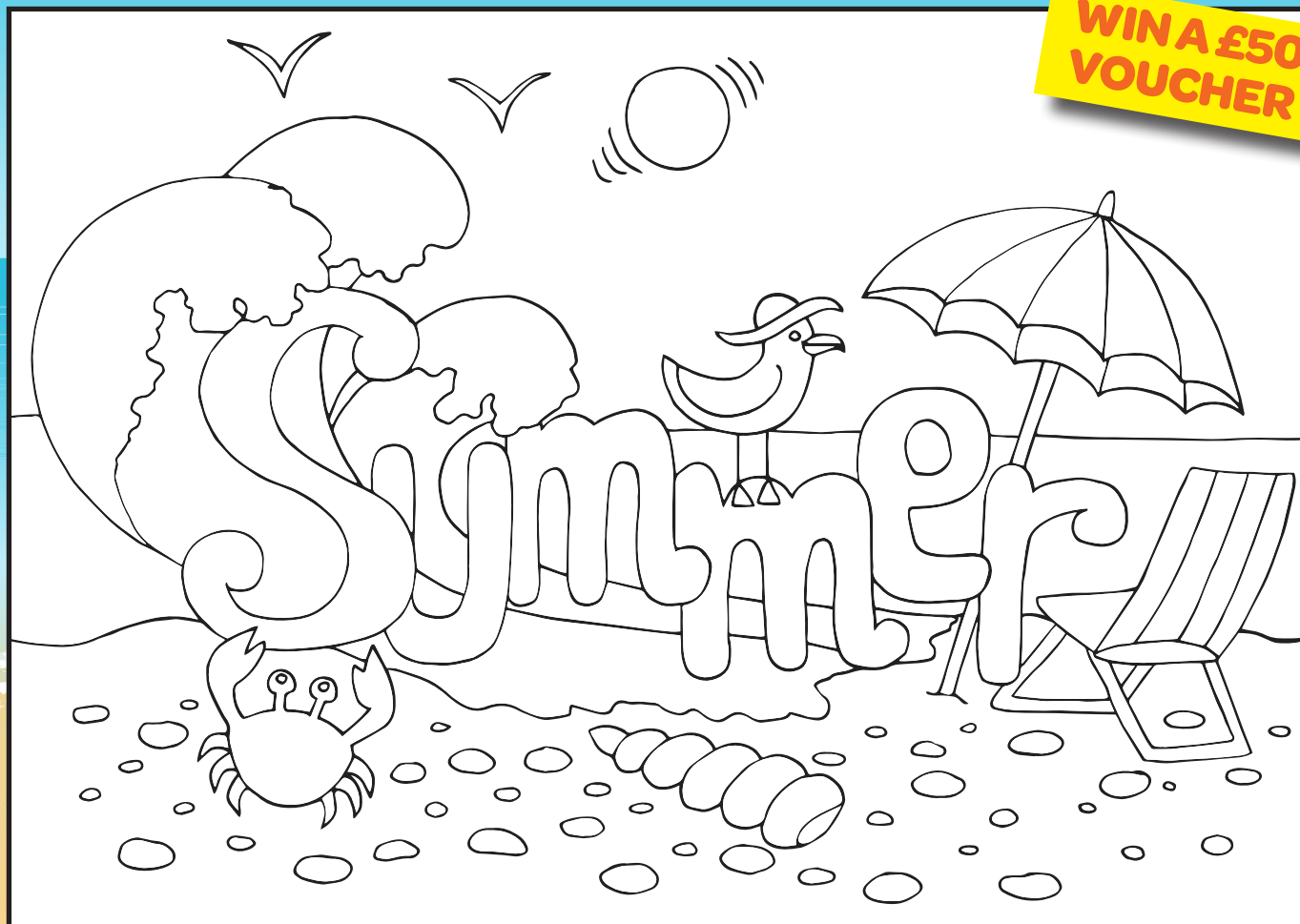
We are excited to bring back our prize draw – and this year, you could win a **fantastic day out for a family of four!** To enter, simply tear off the entry form in this newsletter, fill in your details, and return it to us by **Friday 10 July**.

We hope these competitions continue to bring joy and excitement to readers of all ages. Good luck to everyone taking part!



# Kids Colouring Competition

WIN A £50 VOUCHER



# Crossword Competition



**CROSSWORD COMPETITION FOR ADULTS  
WIN A £50 VOUCHER!**

1	2		3			4	5		6		7		8	
					9									
10											11			
12										13				
14								15				16		17
18			19			20				21		22		
23	24							25						
26						27								
28											29			

**Across**

- 1 Scent (5)
- 4 Dutch canal city (9)
- 10 Lively interest (10)
- 11 Small margin (4)
- 12 Serious warning (3,5)
- 13 Animosity (6)
- 14 Tropical fruit (10)
- 16 Unspecified in number (4)
- 18 Singles (4)
- 20 Place to research (10)
- 23 Throughout (6)
- 25 E.g. Aldrin (8)
- 26 Knave (4)
- 27 Matrimonial lady-in-waiting (10)
- 28 Gun dog (9)
- 29 Customary (5)

**Down**

- 2 Weed (9)
- 3 Lift up (7)
- 5 Intended (5)
- 6 Hardens metal (7)
- 7 Christens again (7)
- 8 Item with exchange value (5)
- 9 Dozing (6)
- 15 Tennis high ball (3)
- 17 Salty cocktail (9)
- 19 Slacker (7)
- 20 Readable (7)
- 21 Subscriber (6)
- 22 Vacuum flask (7)
- 24 Long-continued practice (5)
- 25 Connected series of rooms (5)

## ENTRY FORM

Name:

Contact Number:

Address:

**For Kids Colouring Competition only:**

Child's Name:

Guardian's Name:

Please tick here if you also wish to enter the **Family Day Out Prize Draw:**

**Entrances should be posted to our office at 1 Hatters Lane, Dumbarton, G82 1AW, or e-mail to admin@dunbritton.org.uk by Friday 10 July 2026.**



# Dolly Parton's Imagination Library: Inspiring a Love of Reading in Our Community

Dolly Parton's Imagination Library is an incredible book-gifting programme designed to spark a lifelong love of reading in children. Every month, enrolled children receive a free, high-quality, age-appropriate book delivered straight to their door – creating magical moments and building strong foundations for learning.

## Why It Matters

Reading from an early age helps develop language skills, imagination, and confidence. This programme ensures that every child has access to books, regardless of background, giving them the best possible start in life.

## Our Impact So Far

Over the past year, 500 books have been delivered to local families through this initiative – helping to create a community where stories and learning thrive.

## How to Join

If you'd like to sign your child up to receive a free book each month, or if you'd like more information, please contact our Finance & Corporate Services team on 01389 761 486 and select option 3.



# Sean Takes on the Edinburgh Marathon

We are delighted to share that Sean Harwood took on the Edinburgh Marathon in May in support of **Beatson Cancer Charity**.

Sean raised an incredible **£3,202** for the charity. We would like to congratulate Sean on this outstanding accomplishment.

*Well done, Sean!*



## Introducing Reach Resource – Our New Survey Provider

We are pleased to let you know that Dunbritton Housing Association has appointed Reach Resource Ltd as our new independent tenant survey provider.

Reach Resource are specialists in tenant engagement and will be carrying out surveys on our behalf to gather your feedback on the services we provide. Most of this work will be carried out through face-to-face interviews within our communities, giving tenants the

opportunity to share their views in a more personal and engaging way.

They may also contact some tenants by phone, however the main focus will be speaking directly with you in your neighbourhoods.

By working with an independent provider, we can ensure that the feedback we receive is robust, transparent and helps us continue to improve. The results

will also contribute to how we monitor our performance and meet regulatory requirements.

We would encourage you to take part if you are approached by Reach – your feedback really does make a difference and helps shape the services we deliver.

Thank you in advance for your support.



# Become a Member of the Housing Association!



As a member, you will have the opportunity to attend the Annual General Meeting (AGM), where you can vote on important issues and have your say in the direction of the Association. Members also get the chance to participate in the exciting AGM raffle.

For just a one-time payment of £1, you can secure a lifetime membership.

To learn more about becoming a member or to apply, please contact our Finance & Corporate Services Team at 01389 761 486, and select option 5.

## Share Holder Application

Not a Member Yet?

Lifetime membership of the Association costs just £1 and gives you the opportunity to:

- Attend and vote at the AGM.
- Stand for election to the Board and help influence the future direction of Dunbritton.

For more information or to become a member, please contact the Finance & Corporate Services Team at 01389 761 486 (option 3) or email corporateservices@dunbritton.org.uk.

### Application Form

Name:

Address:

Telephone Home:

Mobile Number:

Email:

A supporter of Dunbritton Housing Association, living outside the Associations area of operation

Please tell us briefly of any expertise you may have which would benefit the business of Dunbritton Housing Association.

I confirm that I am 16 years old or older.

Please tick to confirm I am:

- A tenant of Dunbritton Housing Association:
- A member of a tenant's household
- A resident living within Dunbritton Housing Association areas of operation
- A shared ownership resident within Dunbritton Housing Association area of operation

Would you be interested in joining the Association's Board of Management?

Yes  No

Tenant Scrutiny Group (must be a Dunbritton Housing Association Tenant)

Yes  No



# Our Digital Strategy

We are currently developing a Digital Strategy that will shape how we communicate and engage with our tenants in the future. This includes reviewing the different ways we share information and keep in touch, ensuring our communication methods are effective and accessible.

The strategy is being developed in consultation with external consultants and will focus on improving operational efficiency as well as tenant engagement.

As part of this work, we will explore the development and use of digital services, including our Tenant Portal and new telephony system, to make it easier for you to contact us and access our services.

Tenant involvement will be supported through our Tenant Scrutiny Panel and our Board, ensuring your views are reflected as the strategy develops.

We are aiming to launch our Digital Strategy in August 2026.



# We have Achieved Cyber Essentials Plus!

We are pleased to share that Dunbritten Housing Association has successfully achieved the Cyber Essentials Plus certification.

This government-backed scheme demonstrates that we have robust cyber security measures in place to help protect our systems, services, and—most importantly—your personal information. The “Plus” certification includes an independent technical audit, providing an additional level of assurance that our protections are effective in practice.

Achieving this standard reflects our ongoing commitment to keeping your data safe and ensuring that our services remain secure and reliable. As more of our services and communications are delivered digitally, maintaining strong cyber security is essential in safeguarding against online threats such as fraud, data breaches, and cyber-attacks.





# SAVE THE DATE

# MACMILLAN COFFEE MORNING



WEDNESDAY  
**23<sup>RD</sup> SEPTEMBER**



**11:00AM – 1:00PM**



**1 HATTERS LANE,  
DUMBARTON,  
G82 1AW**

Join us for  
coffee, cakes,  
and good company  
while supporting  
**Macmillan  
Cancer Support.**



### BOOK SALES

Browse a great selection  
of books and grab  
a bargain!



### RAFFLE PRIZES

Fantastic prizes to be won  
– with all proceeds  
going to Macmillan.



### MEET & SPEAK

with the Team from  
**Dunbritton HA**

Come along, enjoy a cuppa, browse our book sale, enter the raffle,  
and find out more about the work of the **Dunbritton HA** team.

*We look forward to seeing you there!*



**MACMILLAN  
CANCER SUPPORT**

Right there  
with you



# Supporting Our Communities

Funding  
Now  
Available

At Dunbritton, we are committed to supporting the communities we serve and helping local groups make a positive impact. Our Community Fund is now open for applications, offering small grants to help bring local ideas to life.

We have already kicked things off this year with an award to a Community Development Group, and we are looking forward to supporting many more initiatives in the months ahead.

Whether you are delivering activities for young people, supporting those in need, promoting wellbeing, or bringing people together in your area, our fund is here to provide a helping hand.

## How to apply

To find out more or request an application form, please contact our Finance & Corporate Services Team on **01389 761 486 (option 3)** or email **admin@dunbritton.org.uk**.

Together, we can continue to support and strengthen our local communities.

## Who can apply?

We welcome applications from community groups and charities operating within Dunbritton's area.

## Funding criteria:

- Your group must be based within our area of operation
- Projects should support our Vision and Purpose
- One application per group within a 12-month period
- Maximum award: £500

If you have a project or idea that could benefit from a small grant, we would love to hear from you.

# Strawberry Sorbet Recipe

Here's what you'll need:

- **Strawberries** – feel free to use fresh or frozen here, use what you have!
- **Sugar** – while the strawberries are definitely sweet on their own, a simple syrup made with the sugar and water really is needed in this sorbet recipe
- **Water** – typically a simple syrup is a 1:1 ratio of sugar to water but since we're working with already sweet strawberries, you'll only use one cup of sugar and three cups of water
- **Lemon Juice** – optional



## How To Make Strawberry Sorbet in 5 Easy Steps

1.

**Prep Strawberries** - Rinse strawberries thoroughly and quarter.

2.

**Make Simple Syrup** - Bring water and sugar just to a boil and keep stirring until sugar is completely dissolved. Cool.

3.

**Combine Ingredients** - In a large bowl, combine syrup, lemon juice (optional) and prepared strawberries.

4.

**Blend Until Smooth** - Transfer to a blender or food processor and process until smooth.

5.

**Freeze** - Pour the mixture into a freezer safe container and freeze overnight or for a minimum of 6 hours.

## Dear Tenants,

As I prepare to step down from my role as Chief Executive Officer of Dunbritton Housing Association, I wanted to write to you personally and share my heartfelt thanks for the part you have played in my time here. It has been a privilege to serve Dunbritton and the communities at the heart of it.

I joined the Association as Customer Services Manager in 2014 and have had the privilege of serving as Chief Executive Officer since 2016. Looking back, I feel an enormous sense of pride in all that has been achieved during that time. Together, we have continued to develop new homes, maintained excellent levels of tenant satisfaction, and strengthened the organisation in so many ways. What has always stood out to me most, however, is the support, involvement, and commitment of tenants, which has been at the heart of Dunbritton's continued success.

It has been a real honour to work alongside such dedicated colleagues and to serve the communities that make Dunbritton such a special place. Over the years, I have seen first-hand the difference that can be made when people work together with care, trust, and a shared sense of purpose. The progress we have made would not have been possible without the guidance of our Board, the hard work of our staff, and the trust and engagement of our tenants.

I want to offer my sincere and heartfelt thanks to the Board, to every member of staff, and especially to our tenants for the support, kindness, and encouragement you have shown me over the years. Your feedback, involvement, and commitment to your communities have helped shape Dunbritton into the strong and respected organisation it is today. I will always look back on my time here with great affection, pride, and gratitude.

I would also like to wish whoever succeeds me as CEO every success and happiness in the role. I know they will be joining an organisation with strong values, dedicated people, and tenants who care deeply about their homes and communities.

Thank you once again for the support you have given me and for the part you have played in making my time at Dunbritton so meaningful. It has truly been a privilege to be part of this journey, and I will always carry many happy memories with me.

Yours sincerely,

**Allan Murphy**

Chief Executive Officer



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  
Registered under the Co-operative and Community Benefit Societies Act No. 2421R(S).  
Scottish Charity No. SC036518 | SHR Registration No. 260 | Property Factor Register No. PF000313 | VAT Registration No. 125 452 825  
Web: [www.dunbritton.org.uk](http://www.dunbritton.org.uk) | Email: [admin@dunbritton.org.uk](mailto:admin@dunbritton.org.uk)

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

