

# NEWS



## Summer

### SIGNIFICANT DATES:

#### AGM:

10 September 2025 at 6pm  
The Helensburgh & Lomond Civic Centre,  
38 East Clyde Steet, Helensburgh,  
G84 7PG

### OFFICE CLOSURES:

**Glasgow Fair Friday:**  
Friday 18 July & Monday 21 July

**September Weekend:**  
Friday 26 September  
& Monday 29 September

# Supporting Our Tenants – Pop-Up Advice Event in Alexandria

On Monday, 10 February 2025, the Association held a successful pop-up advice event for all tenants in the Alexandria area. The event was designed to provide tenants with easy access to a range of vital support services in one place.

Citizens Advice were on hand to offer expert guidance across a wide range of topics, including:

- Benefits and Employment
- Debt and Money Management
- Consumer Rights
- Housing and Family Matters
- Legal Issues and Courts
- Immigration Support
- Health-related Advice

In addition, a staff member from Community Links Energy Advice team provided practical support on:

- Tackling fuel poverty and fuel debt
- Reducing household energy use
- General guidance on energy efficiency at home

Housing Officer Sharon Kane and colleague Laura McGarvey

provided direct housing advice and support to tenants.

The event was very well attended and offered an excellent opportunity for tenants to have their questions answered and receive personalised support in a relaxed setting.



For anyone who could not attend, don't worry – you can still contact your Housing Officer directly on 01389 761486 option 2. Referrals to the appropriate services can be made on your behalf.



# Join the Armchair Critics Group – Have Your Say from Home!

## Your Voice Matters at Dunbritton Housing Association

We're inviting tenants to join our **Armchair Critics Group (ACG)** – a simple and flexible way to help shape the policies that affect you and your community, all from the comfort of your own home.

At Dunbritton, we believe that every tenants' voice counts. The ACG offers a unique opportunity for you to **review documents, share feedback, and contribute ideas**—without needing to attend meetings or leave the house.

## What is the Armchair Critics Group?

The ACG is a tenant-led initiative that allows you to:

- Review and comment on draft policies
- Offer suggestions for improvement
- Share your views on how things could work better for tenants

You'll receive documents by post or email and can respond in your own time—it's a flexible, low-commitment way to get involved.

## Who Can Join?

The Armchair Critics Group is perfect for tenants who are passionate about community involvement but don't want to leave the comfort of their home. It's ideal for residents who want to:

- Have a say in shaping services and policies
- Contribute from home and at their own pace
- Help us improve the way we work for the benefit of all tenants

## Why Join?

- Make a difference to how services are delivered
- Have your voice heard by those who make decisions
- Support positive change in your community
- No meetings, no pressure – just honest feedback when it suits you

## Interested? We would Love to Hear from You

If you'd like to become part of the ACG or find out more, please get in touch:

- Email: [admin@dunbritton.org.uk](mailto:admin@dunbritton.org.uk)
- Phone: **01389 761486 (Option 2)**

**Join us in helping shape a better, more responsive service – from your own armchair.**





# Keep Us in the Loop:



## Why Updating Your Household & Contact Details Matters

At Dunbritton Housing Association, we're committed to providing you with the best possible service—and to do that, we need your help! Keeping your household information and contact details up to date is a simple but essential way to make sure we can support you effectively.

### Why It's Important

Whether it's your phone number, email address, or changes in who lives in your home, having the right information means:

- We can reach you quickly in case of an emergency or important update (like repairs, inspections, or changes to your tenancy).
- You don't miss out on helpful services, support, or community events.
- We can keep your tenancy records accurate, which helps

us plan for your needs and ensures you receive the right level of service.

### Email Makes It Easier

Having an up-to-date email address means:

- You can receive rent reminders and appointment notices instantly.
- You'll get estate updates, and more straight to your inbox.
- It's faster and more eco-friendly than paper communication.

### Household Changes

Have new people moved in or out? Let us know! Changes in your household might affect:

- Your tenancy agreement.
- Eligibility for certain services or benefits.
- Safety checks and compliance requirements.

### How to Update

Updating your details is quick and easy! You can:

- Call us on 01389 761 486, option 2
- Visit our website at <https://dunbritton.org.uk>
- Email us at [admin@dunbritton.org.uk](mailto:admin@dunbritton.org.uk)
- Pop into our office at 1 Hatters Lane, Dumbarton, G82 1AW

### Let's stay connected!

Keeping your details current helps us help you—better, faster, and more efficiently. Have questions? Get in touch anytime—we're here to help.

## Celebrating A Special 80th Birthday

Dunbritton Housing Association celebrated another special birthday of one of our longstanding tenants Maureen Duffy. Maureen has been a Dunbritton tenant for over twenty years.

Lindsey Reid and Kirsty McGlashan were delighted to present Maureen with a birthday card and a gift voucher to mark this special occasion.





# Annual Garden Competition & Good Neighbour Award 2025

Your  
chance to  
win £50!

## Garden Competition

It's that time of year again where you can get out into the fresh air and prepare to showcase your beautiful gardens and have an added bonus of winning £50.00.

We love the effort our tenants put into keeping their gardens and neighbourhoods looking their best.

We will be judging gardens throughout our developments and will be inviting and awarding prizes to the winners at our AGM in September. There will be two winners, one for West Dunbartonshire and one from Argyll & Bute, we will feature photos of your lovely gardens in our newsletter.

If you would like to nominate yourself or a neighbour for our competition, please send your details to [admin@dunbritton.org.uk](mailto:admin@dunbritton.org.uk) the only qualification for entry is that you are a tenant of Dunbritton HA and you were not last year's winner.

## Good Neighbour

Is your neighbour one in a million? Do they influence your life or the lives of people in your community? This is a chance for you to say 'thank you' to a neighbour who goes out of their way to help you and others, someone who shows kindness and consideration. This might be through helping a neighbour with shopping, cutting their grass, or just looking out for someone less fortunate than themselves.

To have a chance of winning the £50 prize, let us know who your local hero has been. The winner of this award receives £50 gift card. We would also like the winner to be featured in an article in our next newsletter with information on why they won the award.

If you would like to nominate a neighbour for our Good Neighbour Award, you can do this by contacting by e-mail at [admin@dunbritton.org.uk](mailto:admin@dunbritton.org.uk) or by giving us a call on 01389 761486 and selecting option 2.

The winners in each category will receive a £50.00 gift card which will be presented at our Annual General Meeting in September 2025.



# Your Ideas Matter – Help Us Improve Our Community!

At Dunbritton Housing Association, we're always looking for ways to make our neighbourhoods better places to live. While we continue to work on large-scale improvements, we know that sometimes it's the small changes that make the biggest difference in your day-to-day life.

That's why we want to hear from you.

Do you have ideas for small improvements or enhancements that could brighten up the area? Whether it's a suggestion for a new bench in a communal garden, improved lighting in a walkway, a noticeboard for local events, or something else entirely – no idea is too small!

These kinds of suggestions often come from the people who know the area best: **our residents**. Your insight is valuable, and your voice matters. Even the smallest ideas can lead to big improvements in how we all experience our shared spaces.

## How to Share Your Ideas:

- Email us at [admin@dunbritton.org.uk](mailto:admin@dunbritton.org.uk)
- Call us on 01389 761 486, option 2
- Drop by the office
- Speak to a member of staff when you see us around

Let's work together to make our community the best it can be. Thank you for helping shape the future of your neighbourhood – one small idea at a time!

# Building Financial Wellbeing

West Dunbartonshire Citizens Advice Bureau is looking for people who would be willing to share their experiences to help to design courses that we can deliver in the community to help people's knowledge, understanding and skills to deal with money issues.

## Do you have time that you could spare to help us?

You may have experience of dealing with setting up a new home, dealing with benefits issues, struggling to get by without enough money coming in, coping with health problems, being treated unfairly, dealing with debts or any other issues that people face day to day.

No amount of experience is too little or too much. You might feel that you are bad at dealing with things, or that you are coping 'just fine' - we can still learn from each other.

## What will you get out of it?

We hope that you would gain more control of your own life by increasing your own understanding and knowledge and building on the skills that you have.

Our aim is, with your help, to design workshops that are relevant, accessible, straightforward and which can make a positive difference in people's lives.

## Interested?

Email: [Phil.Cole@dumbartoncab.casonline.org.uk](mailto:Phil.Cole@dumbartoncab.casonline.org.uk) with your contact details and we will be in touch.

# YOUR LOCAL CHARITY - MAKING A DIFFERENCE

**citizens  
advice  
scotland**

In an uncertain world where laws and regulations keep changing, isn't it good to know that you have a local CAB whose staff and volunteers are available to offer advice and assistance!

In 2024, WDCAB helped almost 5000 people with over 30,000 separate issues. We can advise on benefits, debt, energy, employment, housing, consumer, family and many, many more issues.

And all our information is up to date. If our Advisers take a little bit longer, it's because they will be checking that nothing has changed. With Department of Work and Pensions (DWP) and Social Security Scotland (SSS) introducing frequent changes, its important you know you're getting the right advice.

For example, Pension Age Disability Payment is paid by SSS and is replacing Attendance Allowance which was previously paid by DWP. It's for people of State Pension age who have care needs because of a disability, long-term health condition or terminal illness. It is not means tested, meaning people can apply if they are working or have savings. Any award is

based on the care, supervision or guidance that the person needs on a daily basis. The person also does not have to be physically receiving any care, supervision or guidance but have difficulties that it would be reasonable to assume that the person would benefit from something actually being in place.

You might need help or supervision:

- with your personal care – for example, getting dressed, eating or drinking, getting in and out of bed, bathing or showering and going to the toilet
- to stay safe
- during the day or at night, or both.

If you contact your housing officer for a referral then an experienced WDCAB adviser will be able to guide you through the eligibility criteria and the claiming process for the benefit. Of course, we cannot say for certain that an award will be made, however, we can provide guidance based on our experience.

We can also guide you through the claiming process, advising what you can expect and if you require assistance completing any application forms then we can also arrange face to face appointments to provide this.

If you already receive Attendance Allowance from the Department of Work and Pensions then your award will move automatically to Social Security Scotland – you do not have to do anything. The move will happen in stages. It will not happen to everyone at the same time. It will take until the end of 2025 to move everyone's benefit across.

If you would like more information regarding this or if you have any other issues such as difficulties that may have occurred in your employment, problems with any goods or services then please contact your housing officer for a referral or phone the WDCAB Freephone on **0800 484 0136** or contact us via **[www.wdcab.co.uk](http://www.wdcab.co.uk)**



## Energy Advice Service

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

Tenants can be referred directly to the service by their Housing Officer, or they can refer themselves, by e-mailing [energy@comlinks.org.uk](mailto:energy@comlinks.org.uk) or calling the energy team on 0141 952 4382

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

- Ensure they are accessing all relevant financial support.
- Ensure that they are using their heating systems in the most cost-effective way.

- Provide information and advice on energy efficiencies within their home.
- Provide advocacy for those in dispute or debt with energy providers.

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 have access to a small support fund and can assist households to access small scale energy efficient items for

their homes, such as air fryers or heaters drying racks.

We also seek to maximise the household income and refer to our partners to arrange for a benefit health check to be carried out. This ensures that the household is receiving all the eligible benefits and pensions to which they are entitled.

Our support can be provided by a home visit or if preferred, we can offer assistance remotely by phone or video call. We also conduct drop-in energy surgeries in venues across West Dunbartonshire and some areas of Argyll & Bute for Dunbritton Housing Association tenants.



## Starterpacks – First Steps

Thanks to the support of The Lintel Trust and Awards for All, Community Links Scotland have access to funding that can support people taking up new tenancies after a period of change with Starter packs that will help them make their house a home.

There are a number of packs available to new tenants and these 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 let your housing officer know or refer yourself directly by e-mailing [energy@starterpacks.org.uk](mailto:energy@starterpacks.org.uk) or calling 0141 952 4382.



# Helensburgh Pop-Up Event: A Warm Success on a Cold Day

This January, Dunbritton Housing Association, in collaboration with Community Links Scotland and Helensburgh Citizens Advice Bureau, hosted a pop-up event at the Drumfork Community Centre.

The event aimed to support tenants who may be facing challenges, particularly those experiencing food or fuel poverty. Despite the chilly morning, tenants turned up in vast numbers, eager to access valuable assistance and guidance.

Throughout the morning, we provided Welfare Benefits and Energy Advice to those in need, ensuring that tenants had the resources to navigate financial pressures. Members of the public also stopped by, allowing us to share information on applying for housing through HomeArgyll and explain our allocations process.

If you cannot attend but would like to be referred to for Energy Advice or Citizens Advice support, please don't hesitate to reach out. Contact your housing team on 01389 761486 (option 2) for assistance.



Lyndsey, Jim & Phil Nilsson, Helensburgh CAB



Mrs Lesniewska (tenant) & Lyndsey McGillion, DHA





# Parking Bay Line Painting – Fisher Place and Malcolm Place, Helensburgh

In March, our contractor DAS began marking out and painting clearly defined parking bays—a long-standing suggestion from several residents.

Feedback from one resident:

**“What a difference some parking lines have made! The space is used more efficiently, and I can now park closer to my home.”**

## Upcoming Changes

Lindsey Reid and Kirsty McGlashan are currently the Housing Officers for Dumbarton, Cardross, Rhu, Garelochhead, Rosneath, Kilcraggan, Arrochar, Succoth, Lochgoilhead and Gartocharn.

Their areas will be split to give both Lindsey and Kirsty an individual area of operation. We are working towards a date of 1 October 2025 for this change and we will confirm the split to the residents prior to this date.





# Make a Difference in Your Community – Join Our Tenant Scrutiny Group

At **Dunbritton Housing Association**, we believe that our tenants are at the heart of everything we do. Your feedback, experiences, and ideas help us deliver better services and ensure our homes and communities are places we can all be proud of.

That's why we're inviting more tenants to join our **Tenant Scrutiny Group** – a dedicated team of residents who meet to review our services, monitor performance, and report directly to our **Board of Management**.

By taking part, you'll be working alongside like-minded people who are passionate about making a real difference. Together, you'll help us identify what's working well, where we can improve, and how to ensure we're offering true value for money.

## Why Join the Tenant Scrutiny Group?

- **Have Your Say:** Influence the decisions that affect your home, neighbourhood, and community.
- **Help Improve Services:** Play an active role in reviewing our housing services and shaping future improvements.
- **Be Part of a Team:** Meet other tenants who care about their community and want to make a positive impact.
- **No Experience Needed:** We'll provide support and guidance – all you need is an interest in helping shape better services.

## What's Involved?

The group meets quarterly (four times a year), making it easy to fit around your other commitments. We're proud of the work our current members are doing – but we're always keen to welcome new voices and fresh perspectives.

You'll be involved in:

- Reviewing service areas such as repairs, customer service, and estate maintenance
- Analysing performance data and tenant feedback
- Making practical recommendations for improvement
- Helping us deliver better outcomes for all tenants

## How to Get Involved

If you're interested in joining or would like to find out more, we'd love to hear from you.

- **Call the Housing Services Team on 01389 761486 (Option 2)**
- **Email us at [admin@dunbritton.org.uk](mailto:admin@dunbritton.org.uk)**

Whether you've got ideas to share, a keen eye for detail, or just a desire to help your community, the **Tenant Scrutiny Group** is a great way to get involved and make your voice count.

Join us in making a difference and ensuring your voice contributes to a stronger, more vibrant community!

# Coming soon - an easier way to apply for housing in West Dunbartonshire

West Dunbartonshire Council and several other local housing associations are working together to set up a new way to apply for a property within the West Dunbartonshire area.

The new shared online application will make it much easier for tenants and prospective tenants to apply. This will mean one application for all social housing in West Dunbartonshire rather than a form with each landlord.

You will be able to apply for housing in West Dunbartonshire by clicking on the website (once finalised) and filling in the online application which includes housing provided by the following landlords:

- West Dunbartonshire Council,
- Dunbritton Housing Association,
- Caledonia Housing Association,
- Cordale Housing Association,
- Clydebank Housing Association,
- Dalmuir Park Housing Association,
- Knowes Housing Association
- Trafalgar Housing Association

If you already have an application on with HomeArgyll, you will be considered for properties in the Argyll & Bute area and Dunbritton's stock within Dumbarton.



If you are interested in housing within West Dunbartonshire, you will be able to complete an online application form once the new scheme is launched which will hopefully be later this year.

Convener of Housing and Communities, Councillor Gurpreet Singh Johal, said: "This is fantastic news for people applying for housing in West Dunbartonshire.

"Instead of having to fill in multiple forms which can be time consuming and stressful, having just one form for most social landlords will make a huge difference."

Watch this space and our website for the launch date and more information on the West Dunbartonshire shared housing application.



## Estate Walkabout – Dumbarton Harbour

In June, our Housing Officers carried out an estate walkabout at our Dumbarton Harbour development, joined by local residents. This valuable event gave tenants the chance to share feedback, highlight any concerns, and suggest improvements for their community.

We truly value your input. If you'd like a walkabout to be arranged in your neighbourhood, please get in touch by calling 01389 761 486 (Option 2).

**Your voice matters!**

# Repair Surveys

To enhance communication and streamline collection of your feedback, the Asset Management Team are making a significant change in its survey process.

Surveys are sent after you report a repair, or after completing any planned works at your address. In future, surveys will be conducted via text messages and emails instead of via the post.

## Benefits of the New Process:

- **Speed:** Digital surveys enable quicker responses and faster data collection.
- **Environmental Impact:** Reducing paper usage supports our commitment to sustainability.
- **Convenience:** Tenants can complete surveys easily from their mobile devices or computers.

## Action Required:

To ensure you receive our surveys, please provide your current contact details through one of the following methods:

- **QR Code:** Scan the attached QR code and complete the update contact form.



- **Email:** Send your updated details to [admin@dunbritton.org.uk](mailto:admin@dunbritton.org.uk)
- **Phone:** Call our office at 01389761486



## No Email or Mobile Number?

If you do not have an email address or mobile number, you can still receive surveys by post. Please contact us using any of the methods listed above.

Your participation is vital in helping us improve our services. We appreciate your cooperation and look forward to your feedback.





# Rosneath Energy Efficiency Update



Almost a year ago, the Association in partnership with Procast, completed a major works program to fully retrofit the homes of our tenants in Rosneath and Kilcreggan to increase the energy efficiency of each home. This work includes cavity wall installation, External Wall insulation, new triple glazed windows, composite energy efficient doors as well as the installation of solar panels. The overall feedback from our tenants has been extremely positive.

One of the tenants affected by the works to their home was eager to inform us of their experience and the changes this work has made to their



living standards and how satisfied they are with their home.

*"Prior to the works being completed I was spending approx. £80 - £90 a week on electricity. and was mindful of the cost when deciding when to heat my home. Now my electricity cost has significantly reduced I am now spending between £10 - £20. I can now use heating without worrying that it was unaffordable."*

*"The contractors were very helpful and treated our home with care and respect. If they had any issues the contractors were quick in contacting and dealing with the issues promptly."*

*"I am now benefiting from the reduction in energy costs and now able to afford luxuries that I would have to do without prior to this project."*

Dunbritton Housing Association would like to thank all our tenants and residents for their cooperation during this project and are delighted that the energy efficiency work in Rosneath has had such a positive outcome on their energy costs.

# Identifying and Reporting Repairs: **Why It Matters**

As a tenant, ensuring your home is in good condition is crucial for your comfort and safety. Identifying and reporting repairs promptly can prevent minor issues from becoming major problems. Here is a guide on how to spot and report repairs, and why it's so important.

## Identifying Repairs

1. **Regular Inspections:** Make it a habit to regularly inspect your home. Look for signs of wear and tear, such as cracks in walls, or loose tiles.
2. **Plumbing Issues:** Check for leaks under sinks, around toilets, and in the bathroom. Listen for unusual sounds from pipes and look for water stains on ceilings or walls.
3. **Electrical Problems:** Be aware of flickering lights, outlets that don't work, or any burning smells. These could indicate electrical issues that need immediate attention.
4. **Structural Concerns:** Pay attention to doors and windows that don't close properly, cracks in the foundation, or any signs of dampness or mould.
5. **Heating:** Ensure your heating systems are functioning correctly. Look out for unusual noises or a lack of temperature control.

## Reporting Repairs

1. **Contact the Asset Team:** As soon as you identify an issue, report it to the Dunbritton Asset Team. Provide as much detail as possible, including the location and nature of the problem.
2. **How to Report Repairs:** You can report repairs through our website, email [asset@dunbritton.org.uk](mailto:asset@dunbritton.org.uk), or phone **01389761486** option 1 for Asset. For Emergency Out of Hours repairs you can call Hanover **01315241418**. This ensures your repair is logged and tracked.
3. **Document the Issue:** Take photos or videos of the problem. This can help our Asset Officers understand the severity and urgency of the repair.
4. **Follow Up:** If you don't receive a response within our designated repair times, follow up to ensure your repair is being addressed.

## Why Reporting Repairs is Important

- **Prevent Further Damage:** Addressing issues early can prevent them from escalating into more significant, costly repairs.
  - **Ensure Safety:** Timely repairs can prevent accidents and health hazards, such as electrical fires or mould growth.
  - **Comfort and Quality of Life:** A well-maintained home is more comfortable and enjoyable to live in.
  - **Tenancy Obligations:** Under your Tenancy Agreement you have a legal responsibility to maintain the property and report repairs. Reporting repairs ensures these obligations are met.
- By identifying and reporting repairs promptly, you contribute to a safe, comfortable, and well-maintained living environment. Your proactive approach helps ensure that minor issues don't turn into major headaches.



# COMPETITION WINNERS 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 18 July**.

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



Sophie at Splatter Art



Crossword challenge winner  
- Zofia Lesniewska

Colouring Comp Winner -  
Alesha Quinn

Rent consultation  
prize winner  
**Tracy  
Bainbridge**





# Annual General Meeting 2025 – Save the Date!



We are delighted to announce that Dunbritton's **Annual General Meeting (AGM) 2025** will take place in person at **The Helensburgh & Lomond Civic Centre** on **Wednesday, 10 September at 6 PM**. For those unable to join us in person, a virtual attendance option will be available via Zoom.

The AGM is a key event in our calendar where members can hear about the Association's progress over the past year. The evening will include:

- An update from our Chair

- A financial report presented by our auditors.
- A performance summary from our Chief Executive Officer
- A prize draw and buffet to enjoy with fellow members.

Formal invitations will be sent out nearer the time, including full details on attending both in person and online.

Should any items require a vote, **Association Members attending the AGM** –whether in person or online–will be able to cast their vote.

**We look forward to welcoming you to the AGM.**

## 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](mailto: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 ☐

# Dunbritton's Community Fund Is Open!

At Dunbritton, we are proud to be more than just a housing provider—we are part of the community. That is why we continue to invest in local groups, events, and initiatives that make a real difference.

Last year, our Community Support Fund awarded £5,000 in grants to a range of fantastic causes—from children's football teams to food banks. These small grants help local heroes do big things.

We are excited to announce that our **first award of the year** has already gone to a Community Development Group.

## Could your group be next?

If you are a community group or charity working in our area of operation, we want to hear from you! Whether you are running youth activities, tackling food insecurity, supporting wellbeing, or something else that aligns with Dunbritton's values—we are here to help.



## Here is what you need to know:

- Your group or charity must be based in Dunbritton's area of operation.
- Grants must support our Vision and Purpose
- One application per group per 12 months
- Maximum grant: £500

## Interested?

Get in touch today, please contact the Finance & Corporate Services Team at 01389 761 486 (option 3) or email [admin@dunbritton.org.uk](mailto:admin@dunbritton.org.uk).

Let us keep building stronger communities—together!





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

Dolly Parton's Imagination Library is a fantastic book gifting programme that helps nurture a love of reading in children from an early age. Every month, enrolled children receive a free, high-quality, age-appropriate book delivered straight to their door.

The goal is simple: to spark a lifelong passion for books and improve early learning opportunities for children in our community.

Over the past year, 400 books have been delivered to local families through this programme.

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



## Annual Complaints Performance Report



At Dunbritton Housing Association, we are committed to delivering high-quality customer service and your feedback plays a vital role in helping us do just that.

Whether your experience is positive or you feel something has not gone quite right, we want to hear from you. Your comments help us improve our services and ensure we are meeting your needs.

If you are unhappy with any part of our service, please do not hesitate to speak to a member of our team and they will be happy to help. You can also view our Complaints Handling Procedure on our website or request a copy from our office.

Your voice matters, please continue to share your feedback and help us shape a better service for everyone.

We responded to 100% of these complaints within the agreed timescales of five working days for stage one, and twenty working days for stage two.

	1 <sup>st</sup> stage	2 <sup>nd</sup> stage
Complaints received in year	27	5
Average time to resolve	0.37 days	7.60 days
Upheld	9	1
Percent upheld	33.33%	20%





# Compliments

## Staff...

'We are very satisfied with the level of service we received from Dunbritten.'

I'm very pleased with the service I received from all the staff who assisted me with updating my housing application and with the offer of housing.

'Thank you for your patience and understanding when helping with my query regarding a repair'

'Thank you so much for all your hard work and patience with us both in helping with the parking issues which was very much appreciated in what you did for us both.'

'Thank you for all your help over the last year.'

'Thank you for the brilliant service in helping me settle into my home.'

## Contractors...

'Excellent service and very polite work person. A joy on what was a very miserable day. So many thanks'

'Very Friendly, chatted while working. Found them very polite.'

'Always very courteous and friendly and do a thorough job.'

'Repair workers were very nice and done a good job.'

'Friendly efficient service provided by contractor.'

'Attended quicker than expected. They were very friendly and professional. Explained everything he was doing. Excellent service.'

# Michelle Uses Her Community Day to Help Clean Up Her Local Area

We are delighted to share that Michelle recently used her community day to give back to her neighbourhood in a very hands-on way—by taking part in a local litter pick!

Michelle spent the afternoon clearing litter from streets, parks, and green spaces in her area.

Community days are all about supporting causes that matter to us, and Michelle has shown just how impactful even a single day can be. Well done, Michelle.

At Dunbritton, we are committed to giving back to the communities we serve—and we are proud to support our staff to do the same. All employees are entitled to seven hours of paid community volunteering time each year.



## Mental Health Support

Mental health challenges can impact individuals at any stage of life. If you or someone you know is facing mental health issues, rest assured that there are dedicated teams there to provide support and assistance.

- Argyll & Bute Community Mental Health team – 01546 605517
- West Dunbartonshire – 01389-812070
- Breathing Space – 0800 83 85 87
- Mind – 0300 123 3393  
<http://www.mind.org.uk>







# Easy lemon drizzle cake

This wonderfully simple lemon drizzle cake recipe is super-quick to prepare and perfect for weekend baking with the kids.

## Ingredients

- 225g/8oz unsalted butter, softened, plus extra for greasing.
- 225g/8oz caster sugar
- 4 free-range eggs
- 225g/8oz self-raising flour
- 1 unwaxed lemon, zest and juice
- 85g/3oz icing sugar

## Method

1. Preheat the oven to 180C/160C Fan/Gas 4. Grease a 900g/2lb loaf tin with a little butter and line with baking paper.
2. Tip the remaining butter and caster sugar into a food processor and blend for a few seconds. Add the eggs one at a time, blending after each addition. Add the flour and lemon zest and blend until smooth.
3. Pour the batter into the lined baking tin, flatten the top with the back of a spoon, and bake for 50–55 minutes.
4. Meanwhile, stir together the lemon juice and icing sugar. When the cake has cooled a little, poke holes in the top using a skewer, chopstick, or a piece of raw spaghetti. Drizzle over the icing, set aside for a few minutes, and serve.



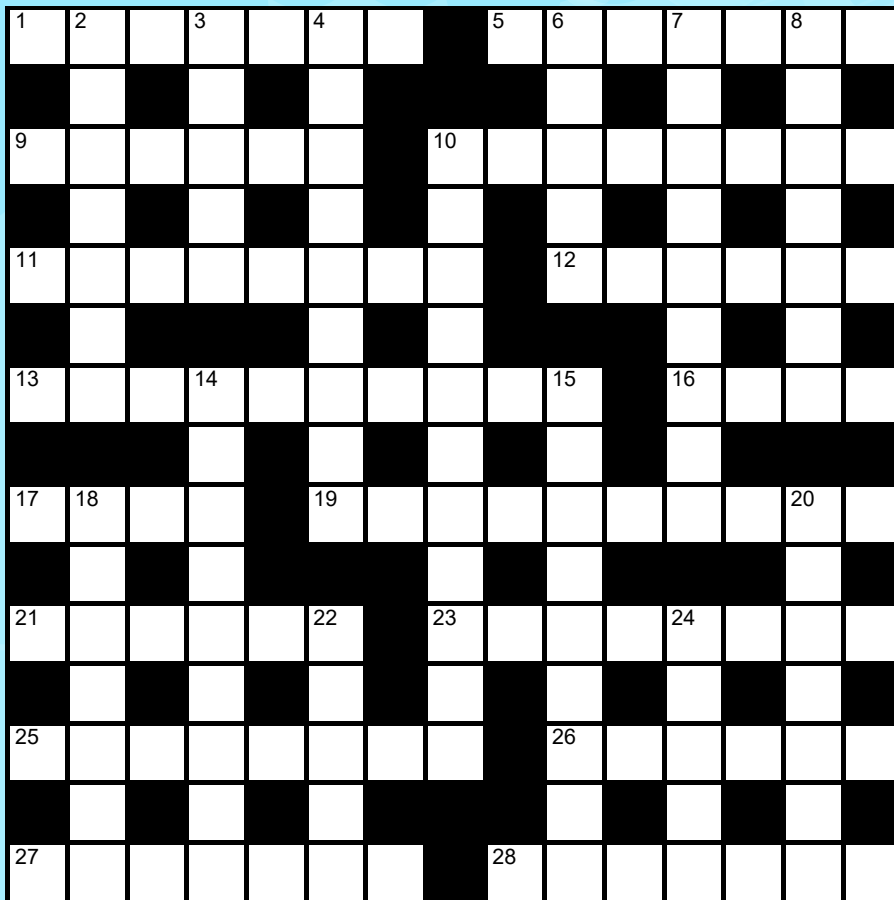
# SUMMER COLOURING COMPETITION

COLOURING  
COMPETITION  
FOR KIDS  
WIN A £50  
VOUCHER!



# Crossword

CROSSWORD  
COMPETITION  
FOR ADULTS  
WIN A £50  
VOUCHER!



## ACROSS

- 1 Strip (7)
- 5 Type of surgery (7)
- 9 At least two (6)
- 10 Proves valid (6,2)
- 11 Irregular picadors scattered (8)
- 12 Mess about (6)
- 13 Dressmaker (10)
- 16 Customary imposition? (4)
- 17 All time (4)
- 19 Obliquely (10)
- 21 Runs over a page margin (6)
- 23 Clearly stated (8)
- 25 Assassinated (5,3)
- 26 Impenetrable to light (6)
- 27 Make --- scarce (7)
- 28 Pumped up (7)

## DOWN

- 2 Elongated circle (7)
- 3 Less common (5)
- 4 Sanctioned ideal TV ad after editing (9)
- 6 Legislate (5)
- 7 Suspected (3,2,4)
- 8 Noisiest (7)
- 10 Undercover operator (6,5)
- 14 Set marker out of kilter for traders (9)
- 15 Venomous arachnids (9)
- 18 Baddie (7)
- 20 Unhurried ease (7)
- 22 1988 Olympics venue (5)
- 24 He was nearly a filicide victim, in Genesis (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](mailto:admin@dunbritton.org.uk) by Friday 18 July.**

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)

