

NEWS

Office Closure over Christmas & New Year

The office will close midday on **Wednesday 24 December** for the festive break. We will re-open on **Tuesday 6 January 2026.**

festive Greetings

Sharon Took Part in Sleep **Out to support Homeless**

On 15 November 2025, Sharon joined hundreds of volunteers in this year's Sleep Out for the Homeless, an overnight challenge designed to raise awareness—and vital funds—for people experiencing homelessness.

Braving the cold with nothing more than sleeping bags and warm layers, participants spent the night outdoors to gain a small insight into the tough conditions many face daily. Their collective effort made an extraordinary impact: together, they raised over £53,000 to support essential services, including emergency shelter, outreach support, and long-term accommodation programmes.

Sharon would like to extend her heartfelt thanks to everyone who donated, encouraged, and supported the cause. The generosity shown will help change lives and provide hope to those who need it most.



Green Christmas Tips

Let's have an eco - friendly festive season!

Real trees: check with your local Council if they have a tree recycling scheme.

Wrapping paper: wrap with eco - friendly alternatives and avoid glitter or foil wrapping paper as these are non-recyclable.

Gift bags: save money and reuse gift bags, tissue paper and boxes.

LED lights: use LED or solar lights. LED strings use up to 75% less energy and last much longer.

Decorations: reuse what you have. Reinvent last year's decorations and swap decorations with friends instead of buying new.

Christmas **Bin Collection Changes**

Please be aware that bin collection days will change over the Christmas and New Year period due to public holidays.

For up-to-date information and uplift dates, please visit the West Dunbartonshire Council and Argyll and Bute Council's websites on www. west-dunbarton.gov.uk and select Recycling and Waste and www.argyll-bute.gov.uk and select Rubbish and Recycling.

We are aware that everyone generates more rubbish over the festive season so please recycle as much as possible and break down any boxes to maximise space in the recycling bins. As always, bulk items should be taken to the nearest waste and recycling centre or a special uplift ordered. Please advise your Housing Officer if you have ordered and are waiting on a special uplift.









Meet the Lean

We'd love to introduce you to some of the Dunbritton Staff this Christmas! To help you get to know the people behind the work we do, we asked a few of our staff members some fun festive questions. Here's what they had to say...

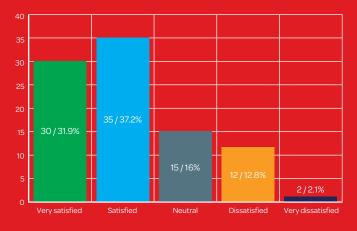
Team Member	Favourite Xmas song	Favourite Xmas Movie	Favourite Xmas Foo
Sharon Kane	Boney M- Mary's Boy Child	The Polar Express	Parsnips
Claire Samain	Step into Christmas	The Holiday	Beef Wellington ·
Kirsty McGlashan	Mariah Carey - All I want for Christmas is you.	The Holiday	Chipolatas & stuffing
Samantha Shek	All I want for Christmas	The Holiday	Potatoes roasted in goose fat.
Maureen Dods	George Michael - Last Christmas	The Greatest Showman	Thai
Anne Marie Sommervile	Greg Lake-I believe in Father Christmas	Miracle on 34 th Street (1994)	Pigs in Blankets
Sharon Buchanan	Fairytale of New York	Love Actually	Brussels Sprouts
Michelle Johnstone	Bruce Springsteen, Santa Claus is coming soon	National Lampoon's Christmas Vacation	Roast Potatoes
Allan Murphy	Fairytale of New York	Home Alone	Roast Potatoes (Goose Fat)
Lindsey Reid	Last Christmas by Wham	Elf	Mince Pies
Alysha McCasey	Fairytale of New York (The Pogues)	Home Alone 2	Pavlova with cream and Berries
Laura McGarvey	Carol of the bells	Muppets Christmas Carol	Pigs in blankets
Elaine Mackechnie	All I Want for Christmas	Home Alone	Roast Potatoes
Amy Wood	Fairytale of New York (The Pogues)	Elf	Roast Potatoes
Lyndsey McGillion	Shaking Stevens Merry Xmas everyone	Die Hard	Brussel Sprouts
Marie Clare	Wham, Last Christmas	The Holiday	Pigs in Blankets – well everything if I am honest/

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Close Cleaning Service – Survey Highlights (Sept 2025)

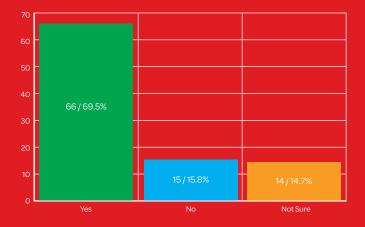
Thank you to everyone who took part in our recent Close Cleaning Service survey. Your feedback helps us keep communal areas safe, clean, and welcoming all year round. Here's a quick snapshot of what you told us.

1. Overall Satisfaction 3. Responsiveness to Issues

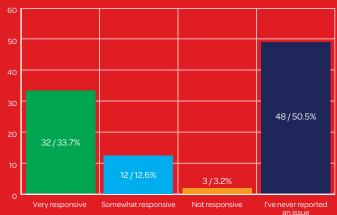


Most tenants are happy with the quality of the close cleaning, with only a few suggestions for improvement—mainly around lift areas and glass doors. Housing Officers will continue to monitor standards to make sure the service stays consistent.

2. Cleaning Frequency



Tenants feel the frequency of cleaning is just right, and no major changes were requested.



Those who reported issues felt they were listened to and received quick responses, which is great to hear.

A Quick Reminder



A small number of comments mentioned **litter and spillages left by tenants** between scheduled cleans. Please remember to keep the close tidy—this helps maintain a pleasant space for everyone, especially as winter approaches.

If you have further feedback, or would like to report an issue, please get in touch with your Housing Officer on 01389 761 486 (option 2)

Thank you for helping us keep your building clean and welcoming!











Staying Warm, Saving Energy: Winter Tips

As the nights get darker and winter sets in, many of us face the same challenge: how do we keep our homes warm without our energy bills shooting up?

The good news is there are plenty of easy, practical ways to save energy during the winter — helping you stay cosy while keeping costs down and being kinder to the planet.

Take Control of Your Heating

Use your thermostat and heating controls wisely

According to Home Energy Scotland, reducing your thermostat setting by just 1°C can make a noticeable difference.

Time your heating

Use a heating programmer or timer to avoid heating when it's not needed. For example, switching off the heating about half an hour before leaving home or going to bed helps avoid wasted energy.

Radiator management

Make sure radiators are not blocked by furniture and lower the heat in rooms you're not using. This targeted heating can reduce waste

Seal the Heat In: Draughts & Insulation

Draught-proofing matters

Simple fixes like sealing gaps around doors, windows, and skirting boards can cut heat loss significantly.

Curtains are your friend

Close curtains at dusk to stop warm air escaping, but remember not to cover radiators too much or you'll reduce their efficiency

Optimise Hot Water Usage

Lower flow temperature

Turning down your combi boiler flow temperature (e.g., to around 60 °C) not only saves energy but also reduces wear and tear.

Be efficient with usage

Take shorter showers, reduce bath frequency, and only boil as much water as you need.

Reflect & Radiate: Radiator Efficiency

Radiator reflector panels

Fix panels behind radiators on external walls to reflect heat back into the room, rather than letting it escape through the wall.

Bleed your radiators

If radiators are cold at the top, they may have trapped air. Bleeding them regularly helps you get the most heat out of them and improve efficiency.

Small Habits, Big Payoffs

Switch off standby devices

'Vampire' devices — like TVs, chargers, and set-top boxes — consume power even when not in active use. Turning them off at the plug can save.

Lighting

Use LED bulbs to reduce electricity usage; they're more efficient and last longer.

Water-based appliances

Run washing machines on a 30 °C cycle and only run the dishwasher when it's full.

Stay Cosy Without Cranking the Heat

Wear layers

Wearing thermal or wool layers, warm socks, slippers, or even fingerless gloves can help you feel warmer without turning up the thermostat.

Use rugs & soft furnishings

Rugs on cold floors and snuggly blankets on the sofa create warmth and reduce perceived chill.

Let the sun in - then close up

Open your curtains/blinds during daylight to harness natural warmth from the sun, then close them when it gets dark to trap that heat.

Seek Help & Funding

Free advice

Home Energy Scotland also provides free, impartial advice for households worried about fuel poverty or high energy costs.

Lifestyle (Bonus Tips)

Stay active

Regular movement around the house or short walks boost circulation and help you feel warmer – even without turning up the heating too much.

Remember to Pay Your Rent This Christmas

The festive season can place additional pressure on household finances, particularly during the ongoing cost-of-living challenges and rising energy prices. With the extra expenses of Christmas — including gifts, food, and celebrations — it can be easy to feel stretched.

However, it is important to remember that paying your rent remains a priority. Rental income allows us to continue delivering the essential services, maintenance, and support that help keep your home safe, comfortable, and well-managed.

Rent is due in advance on the 1st of every month, and missing even a single payment can make it difficult to stay on track. Rent arrears can build quickly and may put your tenancy at risk, so we kindly ask all tenants to make sure your **December 2025 rent payment** is made on time.

To help avoid missed payments, we offer a range of payment methods, including Direct Debit. Setting up a Direct Debit can provide peace of mind over the busy festive period by ensuring your rent is paid automatically. If you would like to set this up, please contact our office on **01389 761486 (option 3)**.

For tenants who normally pay by debit or with credit card over the phone, please note that our office will close at 12:00 pm on Wednesday 24 December 2025 and will reopen at 9:00 am on Tuesday 6 January 2026

If you are experiencing difficulties paying your rent, have concerns about your benefits, or are struggling with household bills, please do not hesitate to contact us. Support is available. Please call **01389 761486 (option 2)** to speak with your Housing Officer confidentially.

We appreciate your cooperation and wish all our tenants a safe and peaceful festive season.

Emergency arrangements over the holiday period



Over the holiday period, our office hours will be reduced, but emergency repairs will still be available. We will be closed from 12 noon on Wednesday 24 December 2025 until 9 am, Tuesday 6 January 2026. During this period, only Emergency repairs will be carried out. Emergency repairs should be reported to the out of hours service, Hanover Telecare, by phoning **0131 524 1418**. Please state that you are a Dunbritton Housing Association tenant and that you are reporting an emergency repair.

EMERGENCY REPAIRS:

- Loss of heating where there is no other form of heating available
- Major water leak or flood within the property (or flat above)
- Loss of electrical power or lighting or electrical fault which may endanger a building or resident (but not a power cut from the electricity grid)
- Burst radiator (but not a minor leak)
- Insecure property
- Broken windows
- Broken/blocked WC (if only one WC is in the house)
- Blocked drains
- · Total common stair lighting failure

- · Safety-related problem
- Smoke alarm/carbon monoxide detector continually beeping but only after batteries have been replaced and eliminated as a fault

In the event that Hanover cannot be contacted, please call contractors directly: (Hanover must be the first point of call)

- 1. Electrical emergencies: Ledgerwood Electrical 01389 752944 (07703125702/3)
- 2. Gas Heating and Plumbing repairs: City Technical Services **0333 2020 708**
- 3. Joinery and broken windows: Central Timber Construction **01436 677930 (07384220296)**

OTHER EMERGENCIES:

- In the event of a fire, please contact the emergency services on 999 immediately.
- If you notice a Gas leak, please contact the national gas emergency number immediately on 0800 111 999.
- If temperatures drop, please remember to:
- Keep your heating on a low setting to prevent frozen pipes
- Report any leaks immediately
- Open cupboard doors under sinks to allow warm air to circulate
- Know where your stopcock is, just in case



Winter Grit Bins

To help keep our estates safe during icy weather, we have ensured that all Dunbritton Housing Association grit bins are full for residents' use.

We have arranged for stickers to be placed on our bins to allow you to identify who you should contact to have bins refilled.

If the grit bin does not belong to Dunbritton Housing Association, you should contact the Local Authority to have the bins refilled.

Argyll and Bute: online at https:// www.argyll-bute.gov.uk/ roads-and-travel/roads-andmaintenance/grit-bins or phone 01546605522.

West Dunbartonshire: https://www. west-dunbarton.gov.uk/gritting or phone 01389738282.



Celebrating Our 11 Lucky Winners!

We are excited to announce the winners of our **Repairs Satisfaction Survey Prize Draw!**

Throughout this year, many of you shared your feedback to help us improve our services-and as a thank you, we entered all completed surveys into a special prize draw.

Congratulations to our 11 winners! Each of them has received a £20 ASDA voucher as a token of appreciation for taking the time to share their thoughts.

Your feedback is invaluable in helping us deliver better repairs and customer service. Thank you to everyone who participated—your voice truly makes a difference!

Keep an eye out for future opportunities to share your feedback and win exciting prizes!



Community Support Fund

At Dunbritton, we are committed to building vibrant and dynamic communities, and we recognise that supporting local groups is key to achieving this. Each year, we offer grant funding of up to £500, available to schools, local groups, and charities.

The fund is managed by three members of our Board and administered by our Finance & Corporate Services Team.

Throughout this year, the fund has supported the following initiatives:

- · Dawn's Dance Academy
- Kirkmichael Community Development Group
- Vale of Leven 2017's
- Cardross Primary School Association



- Garelochhead Trust
- · Clydevalley Gymnastics Club
- · Lomond and Clyde Care & Repair
- Rock Community Church
- · Helensburgh Scout & Guides
- Renton Craigandro 2016's

If you require any further information, please do not hesitate to contact us on 01389-761486 or email admin@dunbritton.org.uk.

Sonja Aitken

It is with great sadness that we announce the passing of Sonja Aitken, a highly respected member of our Board who devoted more than 20 years of service to our organisation before stepping down in 2023.

Sonja's wisdom, unwavering commitment, guided every decision and helped shape the values we uphold today. She was deeply passionate about her local community and worked tirelessly to ensure that our efforts made a real difference to the lives of those we serve.





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.



Not a Member Yet?



Share Holder Application

Lifetime membership of the Association costs just £1 For more inform

- 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:	 A supporter of Dunbritton Housing Association, living outside the Associations area of operation 	
Address:	Please tell us briefly of any expertise you may have which would benefit the business of Dunbritton	
	Housing Association.	
Telephone Home:		
Mobile Number:		
Email:		
☐ I confirm that I am 16 years old or older.	March Inc. of the second of th	
Please tick to confirm I am:	Would you be interested in joining the Association's Board of Management?	
☐ A tenant of Dunbritton Housing Association:	Yes No	
☐ A member of a tenant's household	Tenant Scrutiny Group (must be a Dunbritton Housing Association Tenant)	
A resident living within Dunbritton Housing		
Association areas of operation	Yes□ No□	
A shared ownership resident within Dunbritton		





Housing Association area of operation









Annual General Meeting



In September, we were delighted to host our Annual General Meeting (AGM) – a cornerstone event in the Dunbritton calendar and the first under our Chair, Gary Mulvaney.

The AGM offered members an excellent opportunity to reflect on the Association's progress and achievements over the past year.

The meeting opened with a comprehensive review of our financial performance presented by our accountant, followed by insightful updates from our CEO and Chair. Both were pleased to report another outstanding year for Dunbritton, with strong results across all key areas.

Our commitment to delivering high-quality services for tenants remains at the heart of everything we do. We continue to focus on value for money and uphold the highest standards across all aspects of our work.



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, ageappropriate 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.



Colouring Competition Winner Announced!

Want to be the next winner! Enter our prize draw for a chance to win a fantastic day out for a family of four. Simply tear off the entry form included in this newsletter, fill in your details, and submit it to us by Friday 9 January 2026. Enter now! Best of luck to everyone taking part!



Staff AMACS - Celebrating Our Amazing Team at Dunbritton's AGM

At this year's Annual General Meeting, we took a moment to celebrate the dedication and achievements of some of our wonderful team members. Their hard work, care, and commitment have played an important part in Dunbritton's success and in the strong relationships we have built with our tenants and communities.

Alysha McAsey – Customer Focus Award

Alysha was recognised for her outstanding customer care and the fantastic support she has provided with the introduction of our new HomeMaster housing system. Her friendly approach and willingness to go the extra mile have made a real difference to our customers and colleagues alike.

Jim Cannon – Customer Focus Award

Jim's exceptional commitment to customer service and his proactive approach have made a real impact. His ability to resolve issues quickly and his genuine care for tenants ensure that every interaction reflects Dunbritton's values.

Sharon Kane – 20 Years of Service

We were thrilled to celebrate Sharon's 20 years with Dunbritton.



Since joining in 2005 as an Administrative Assistant, Sharon has grown into her role as Housing Officer and continues to go above and beyond for our tenants and colleagues. Her warmth, professionalism, and sense of humour make her such a valued part of our team. She is a true example of commitment and care in action.

Lindsey Reid – 30 Years of Service

This year also marked a very special milestone for Lindsey, who celebrated an incredible 30 years with Dunbritton.

Starting as a Housing Officer in 1995, when we managed just over 100 properties, Lindsey has been part of our journey through decades of growth and change. Her wealth of experience and her kind, steady presence have been a great support to both colleagues and tenants.

Heather Maitz – 30 Years of Service

Heather's 30 years with Dunbritton have been nothing short of remarkable.

As Head of Finance & Corporate Services, Heather has played a key role in strengthening our financial foundations and ensuring the smooth running of corporate operations. Her strategic insight, attention to detail, and unwavering commitment have helped guide Dunbritton through periods of growth and change.

Dunbritton Staff Donate Toys to Support Local Families

As the festive season approaches, it's the perfect time to come together and share kindness within our community. Once again, our amazing staff at Dunbritton have shown incredible generosity by purchasing and donating new toys to Food for Thought, a local foodbank and community support organisation running its 2025 Christmas Toy Drive.

Food for Thought works tirelessly throughout the year to support families across West Dunbartonshire. Their annual Toy Drive collects new toys for children aged 0–16 who are affected by poverty, helping to ensure that every child can experience the joy and magic of Christmas morning.

We are immensely proud of our staff for their generosity and community spirit. Their contributions will help bring smiles and happiness to local children and families this holiday season.



At Dunbritton, we are committed to supporting initiatives that bring hope and joy to our communities. By working together, we can make a real difference, one toy, one smile, and one act of kindness at a time.

This Christmas, we are reminded of the power of compassion, community, and the simple joy of giving.





almonds give the pastry extra flavour and a beautiful texture.

Prepare

30 mins to 1 hour

Cook

10 to 30 mins

Serve

Makes 12

Dietary

Vegetarian

Ingredients

- · 225g/9oz plain flour
- 2 tsp ground cinnamon
- 140g/5oz chilled butter, cut into cubes
- 55g/2oz ground almonds
- · 25g caster sugar
- · 1egg, yolk only
- 55g/2oz golden marzipan
- 170g/6oz vegetarian mincemeat
- 2 tbsp sherry
- caster sugar, for sprinkling
- cream, custard, or brandy butter, to serve

Method

- 1. Put the flour in a blender with the cinnamon. Add the butter and blitz to form fine breadcrumbs. Add the almonds, sugar, egg yolk and 2-3 tbsp of cold water and blitz to form a soft dough. Knead the dough briefly on a floured surface, then wrap in cling film and chill for 30 minutes.
- 2. Meanwhile, chop the marzipan into small pieces. Stir into the mincemeat, along with the sherry.
- 3. Preheat the oven to 190C/170C Fan/Gas 5. Thinly roll out the pastry and cut out twelve 7.5cm/3in rounds. Place the rounds in a greased 12 hole tart tin. Divide the mincemeat between the pastry cases.
- 4. Cut out 12 stars and place one on top of each tart. Bake for 20 minutes until the pastry is golden and cooked through. Transfer to a wire rack and sprinkle with caster sugar. Serve with cream, custard or brandy butter

Finance and Corporate

WINTER COLOURING COMPETITION



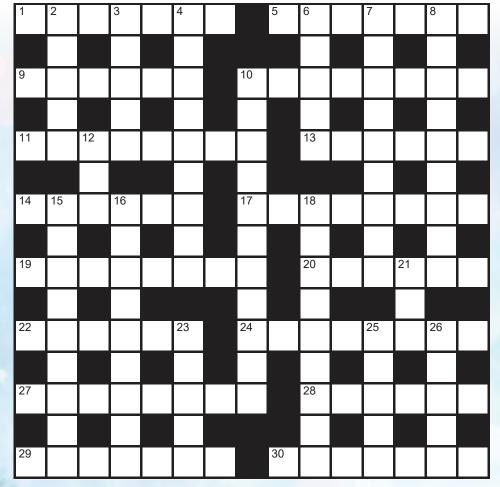


Crossword Competition Competition





CROSSWORD COMPETITION FOR ADULTS WIN A £50 VOUCHER!



Acros

- 1 Member of the Mob (7)
- 5 Smallest rooms (7)
- 9 Life's work (6)
- 10 Nuts bail out waterside city (8)
- 11 "Riders on ____" (The Doors) (3,5)
- 13 Boggy areas (6)
- 14 "Dr. Zhivago" star Omar___(6)
- 17 Contradictory (8)
- 19 Largest Carmarthenshire town (8)
- 20 Stopped flowing (3,3)
- 22 Prepare to fight! (2,4)
- 24 Less important (8)
- 27 Inca descendant (8)
- 28 Biblical plague insect (6)
- 29 Andie to change, cutting down (2,1,4)
- 30 Sightseeing (7)

Down

- 2 Covered with water (5)
- 3 They're "more powerful than guns" (Stalin) (5)
- 4 Woebegone (9)
- 6 Egyptian water lily (5)
- 7 Chinese revolutionary leader (3,3-
- 3)
- 8 Herald (9)
- 10 "What I think is ..." (2,2,7)
- 12 Basque terror group (1,1,1)
- 15 Eve of All Saints' Day (9)
- 16 "___Sue" (Dion hit of 1961) (9)
- 18 Folder (9)
- 21 "Agnus___" (Mass prayer) (3)
- 23 Pungent aromatic flavouring (5)
- 25 Slender fast-moving North American snake (5)
- 26 Fertile area in a desert (5)

ENTRY FORM

Name:	Contact Number:	
Address:	For Kids Colouring Competition only	y:
	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 9th January 2026.

2026 CALENDAR

JANUARY >

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AUGUST

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Festive greetings from Allan Murphy C.E.O.

As we come to the end of another year, we continue to see conflict in the world where people have lost their loved ones, homes, and cherished possessions. I am sure, especially at this time of year, you would wish to join me and think of those less fortunate than us.

This year the Association has continued to perform well and maintain high standards of service delivery. Indeed, in many areas we perform in the top quarter of Scottish Housing Associations and remain financially robust to ensure we can continue to deliver affordable, warm and secure from services for our tenants

us, the commitment to doing things well, and the willingness to embrace new ways of working have strengthened who we are and set us up for an even brighter future.

I am proud of what we have accomplished together and deeply grateful for the positivity and resilience shown throughout the year.

As we celebrate the festive season, I hope you all find time to rest, enjoy moments with family and friends, and reflect on everything we have achieved. Thank you for your continued support for the Association.

Wishing you and your loved ones a warm and joyful time over the festive period.

Here's to a successful and exciting 2026 for us all.

Warmest wishes,

Allan MurphyChief Executive Officer

possible with the support of our .
Board, Staff and especially our tenants.
This year's achievement

However, these results are only

This year's achievements are the result of collective effort, your trust in

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 | Email: admin@dunbritton.org.uk

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

