

# Taking Part

Tenant Participation

Issue 60 — December 2023

Newsletter



Harestanes T&RA  
Foodbank donations



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Harestanes Tenants and Residents Association spread some Christmas cheer with a very generous donation to the East Dunbartonshire Foodbank in Kirkintilloch.

After contacting them to ask what they were most in need of, the Association bought over £160 of products including:

- Pasta
- UHT milk
- Long life fruit juice
- Jam
- Coffee
- Canned fruit/Veg
- Tinned spaghetti
- Custard + rice pudding
- Toiletries
- Hygiene products

Two large shopping trolleys were filled by the eagle-eyed members who spotted the best deals to get as much as they could for the Foodbank before wheeling it over to their premises in Townhead.

A total of 82.25kg worth of food, milk and toiletries were handed over to the delighted and grateful staff at the East Dunbartonshire Foodbank.

The items will now be distributed to help a number of people and families in need.

If you wish to donate, seek help or are looking for more information, please visit the East Dunbartonshire Foodbank website at <https://eastdunbartonshire.foodbank.org.uk/>

Alternatively, you can contact them by email

**Email: [info@eastdunbartonshire.foodbank.org.uk](mailto:info@eastdunbartonshire.foodbank.org.uk)**

**Tel: 07425 134131**



# Get Ready For Winter

## Make sure you are on the Best Energy Deal

- Shop around to reduce your energy costs by switching tariff, payment method or supplier.
- When considering any deal, check your annual statement or latest bill to see how much you are currently paying (tariff) and how much you use (give regular meter readings so that your annual statement reflects your usage accurately)
- Key payment methods include
  - a) **prepayment** (pay in advance for only what you use but limited choice of tariffs means you can pay more). Daily standing charges still apply.
  - b) **Quarterly bill** risk of late payment charge if you forget to pay and often a more expensive tariff, but might suit if good at budgeting or don't have a bank account.
  - c) **Fuel Direct** can be used when in debt; payment is taken directly out of benefits by DWP and given to supplier.
  - d) **Direct Debit** you may pay too much or too little if bills have been estimated (importance of submitting regular meter readings). Usually the best tariffs.
    - Switching supplier is easy;
      - a) contact a new supplier to agree a new deal
      - b) confirm the tariff/deal you would like
      - c) check contract - and date you change supplier is correct
      - d) ensure paid outstanding/final bill with current supplier
      - e) take meter readings (images) on supplier change date.

## Where to go for help if struggling with energy bills or debt

Areas to explore include

- Emergency credit from supplier (this needs to be repaid)
- Benefit entitlements including Warm Home Discount, Winter Fuel Payment, Cold Weather Payments, Child Winter Heating Payments and cost of living schemes
- Help may be available: check with the CAB.

Do not let debts build up as this then puts you at risk of disconnection or prepayment meter installation. Note if on the Priority Services Register (considered vulnerable due to age, health, disability or financial status) the Big 6 suppliers have a voluntary agreement in place not to knowingly disconnect customers at any time.

If in debt to supplier, they must offer you an

affordable arrangement that considers your financial circumstances and your ability to pay.

Supplier will normally look to recover debt within 12 months but can extend to 60 months (supporting evidence on financial circumstances will be required)

Other supporting options include grants to clear all or part of debt:

- Supplier Grant schemes such as Scottish Power Hardship Fund and British Gas Energy Trust
- Government Grant Schemes such as Home Heating Advice Scotland Fund

## How to save money and use less energy in your home

Contact your supplier for more information; they are obliged to offer help.

You may be entitled to a grant or interest free loan from Home Energy Scotland to help you improve your home energy efficiency.

[www.homeenergyscotland.org](http://www.homeenergyscotland.org)

Energy efficiency measures could include wall insulation, loft insulation, draught proofing, central heating systems and renewables.

Other useful sites:

Energy advice for your home - Energy Saving Trust

Energy efficiency: what you need to know - GOV. UK ([www.gov.uk](http://www.gov.uk))

## Other issues; Supplier Disputes

- If you believe your supplier has done something wrong you should first tell them about the problem and ask them to put it right.
- If problem is not solved in a reasonable time, you should make a formal complaint (preferably in writing) and get a complaint number.
- Supplier should resolve the complaint or send a "deadlock letter" saying there is no more they can do.
- If you receive a deadlock letter or the formal complaint has been outstanding for more than 8 weeks, the complaint can be escalated to the Energy Ombudsman (on line or by phoning 0330 440 1624) who can adjudicate on the complaint.

### Energy Ombudsman

[enquiry@energyombudsman.org](mailto:enquiry@energyombudsman.org)

Contact East Dunbartonshire Citizens Advice Bureau: [edcab.org](http://edcab.org)

**0141 775 3220**

East Dunbartonshire Citizens Advice Bureau is a company limited by guarantee No: SC232542. Recognised as a charity in Scotland No: SC023348





If you pay your rent monthly by Direct Debit, the free weeks during March and Christmas have already been taken into account and your monthly payment has been calculated with this in mind.

If you pay your rent by Standing Order or via Digital Banking, it is your responsibility to contact your bank to amend your weekly or monthly rent payment.

## No rent charge weeks

If in doubt, please contact your Housing Officer (rents) on **0300 1234510** to confirm your weekly rent and check your rent balance.

### Recommended Ways To Pay Your Rent

If we have tenants who currently pay their rent at a shop or Post Office, we've asked them to consider setting up a Direct Debit or to use the Council's online or Touchtone services, as the most convenient ways to pay. We have utilised a virtual print and post service (back office) allowing us to administer Direct Debit instructions for tenants.

The full list of ways in which tenants can pay their rent are detailed in the white boxes opposite.

PayPoint is now an additional option available for tenants to pay their rent at a local shop.

**Payment methods accepted:**

- Cash (at any Post Office or local PayPoint location)
- Cheque (at any Post Office or local Paypoint location)
- All major credit/debit cards (please note that there is no surcharge for payment by credit/debit card)



**1 By Direct Debit** - from your bank account on the 1st or 15th of every month. Forms available online.

**2 Via Direct Banking** - (You will need to give your bank the Council's bank details as follows and ensure they quote your rent reference number.)  
 Bank Name: Virgin Money,  
 110 Cowgate, Kirkintilloch, G66 1JU  
 Bank Sort Code: 826913  
 Bank A/c Number 80000577

**3 By Touchtone** - on 0300 123 4524 (24 hrs a day)

**4 Telephone** - on 0300 123 4525 (9am to 5pm Monday to Friday)

**5 Online** - at [www.eastdunbarton.gov.uk](http://www.eastdunbarton.gov.uk)

**6 Post Office or Local PayPoint** - (use your rent payment card at any Post Office or PayPoint location)



**Is your food caddy missing? Then help is at hand.**

**The Council is currently running a campaign to encourage more residents to use the weekly food recycling service. Over 30 per cent of rubbish currently being chucked into grey residual bins across East Dunbartonshire is made up of food waste, but by recycling your food waste you are helping turn it from the enemy to energy.**

Kitchen caddies and bin liners are provided for free by the Council. The larger kerbside caddies lock to prevent smells, leaks and spillages and are emptied once a week.

Ann Davie, Depute Chief Executive of East Dunbartonshire Council said, "From the feedback we've previously received we think that one of the biggest barriers to food waste recycling seems to be the mess and smell people think it will generate.

"However, recycling food waste in our caddies using the food bags is actually more hygienic and reduces smells compared to placing it in your kitchen bin.

"In East Dunbartonshire your food waste is used to generate electricity, which is then fed into the national grid. It may sound unbelievable, but one banana skin can produce enough electricity to charge your mobile phone...twice!

"We know there will always be unavoidable food waste, but recycling it couldn't be easier. Anything such as peelings, apple cores, bones, shells, tea bags and both cooked and raw food can go in your caddy.

"When food turns bad, it feeds climate change. So, if you can't use it, recycle it."

## Recycling your food waste is a-peeling

So, don't go bacon our hearts. Remember to recycle your food waste correctly to help us reduce general waste and achieve both recycling and landfill reduction targets.

If you would like to order a free food waste caddy, please contact the Council on **0300 123 4510** or complete our online form.

You can find out what you can put in your food caddy on our website by visiting <https://www.eastdunbarton.gov.uk/residents/recycling-waste/bins-and-recycling>



# Setting rent levels

**You may recall over the last few years, that we asked tenants to complete a questionnaire before any decision was made about setting rent levels for the year ahead. The responses we receive assist us in the rent setting process. This allows us to provide an effective housing service for tenants, while also improving tenants' homes through our Capital Works Programme.**

Setting rents is about finding a balance between income from rent and the money needed to run and improve the service expected by all tenants. Everyone wants quality housing at an affordable rent, but we must also ensure that proper arrangements are put in place to cover maintenance and management costs, as well as being able to meet future needs and demands.

East Dunbartonshire Council like all other Scottish Local Authorities, are required to meet the Scottish Housing Quality Standard (SHQS) during 2015 and must meet this standard every year, thereafter.



## What is the SHQS?

The Scottish Government has set quality repair measures for the Council to achieve. Properties need to meet the following criteria:

- Be free from serious disrepair. This includes walls, floors, foundations, roofs, rainwater goods, damp proof courses, windows and doors
- Be energy efficient, with full central heating, insulation for lofts and pipes and have a good energy rating
- Have modern facilities in kitchens and bathrooms. This includes a WC, bath or shower and wash hand basin, kitchen fittings to meet building regulations, a safe layout and at least six electrical sockets (where feasible)
- Be healthy, safe and secure – with safe electrical or gas systems, smoke detectors, lead-free water supply, lighting in common and external areas, secure back and front doors, secure door entry systems, stairwells, lifts and bin stores must be in a safe condition.

In addition to the above, East Dunbartonshire Council agreed with our tenants an East Dunbartonshire Standard. This standard goes beyond the SHQS requirement, specifically in relation to kitchens and bathrooms, where ceramic tiling and floor vinyl finishes are offered, as part of the overall package.

To continue to deliver the current standard beyond 2023/24, we need to put in place the necessary funding to deliver the above improvements.

## What is the Energy Efficiency Standard for Social Housing (EESH)?

A major difference between the two standards is the requirement under EESH2 for social landlords to meet a minimum energy efficiency rating, upon which the standard is based.

A set of 'reasonable measures' (table1) to establish the minimum energy efficiency in homes was established between the Scottish Government and an External Working Group, whose membership was drawn from social landlords and representative bodies. The undernoted measures were then agreed, using Rd SAP methodology and based on the premise that all social housing stock would be SHQS compliant in 2015, with EESH2 requiring to be achieved by 2032 (This date is under review by Scottish Government).

We are undertaking a competitive procurement exercise which will provide East Dunbartonshire Council with a contractor who, on a property-by-property basis, will install the most suitable measures to ensure we meet the standard of Energy Performance Certificate band B (under review by Scottish Government).

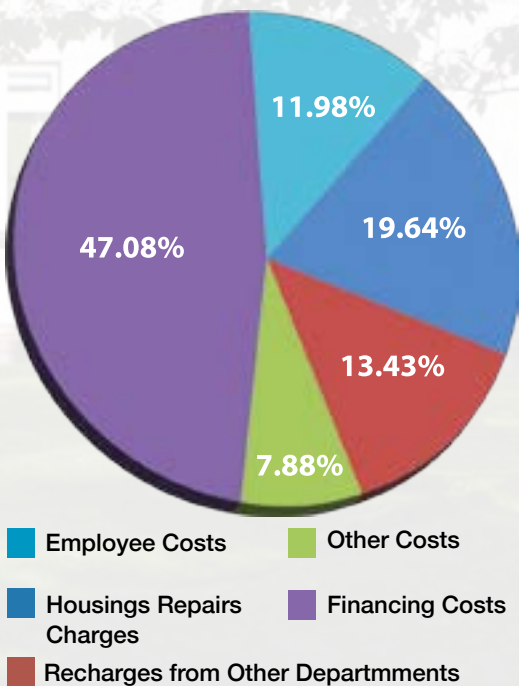
**Table 1 List of agreed reasonable measures**

'A' rated condensing boilers	Loft insulation top-up
Double / Secondary glazing	Floor insulation
Heating controls	Compact fluorescent lighting
Storage heaters	Solid wall insulation

## What are we spending money on this year?

The rental income that we collect from tenants enables us to deliver a repair and housing management service to our tenants. It also allows us to repay historical debt associated with money previously borrowed for upgrades and new build. The pie chart below illustrates what your money was spent on during 2023/24.

### HRA Expenditure 23/24 Budget



As you can see, the biggest percentage of income is spent on debt repayment along with capital funded from current revenue, which funds capital repairs (both included in purple section). Over the last few years this has increased due to the investment we continue to make in upgrading



properties (e.g. to meet the SHQS and now EESSH 2 also) and in providing new build Council housing throughout East Dunbartonshire. Debt peaked in 2015 as historic borrowing was paid off and the graph will show much lower debt levels from 2017/18 onwards (peak was smoothed over a number of years). A financial recommendation was made to set rent levels in 2015/16 at RPI + 2 or 3% to pay off historic debts/charges. However, a re-profiling of the debt over the 30 year business plan is now in place with the rent level set most years at between RPI and RPI + 1%. The formula was changed to CPI + 1% as a maximum rent setting in 2022.

During the year 2024/25, East Dunbartonshire Council intend to carry out and spend the following:

Number of units	Components	Cost
191	New kitchens	£1,100,000
111	New bathrooms	£300,000
80	New roofs (inc. mixed tenure)	£800,000
320	New windows & doors	£500,000
166	New central heating systems	£820,000
tbc	New technologies / renewables	£3,000,000
360	Full & partial rewiring / mech. fans / detectors	£1,000,000
N/A	Structural works inc Townhead and Ellisland	£1,500,000
53	External wall insulation	£320,000
N/A	Other costs inc. aids & adaptations	£670,000
<b>Total</b>		<b>£10,010,000</b>

*\* Estimated Figures: These figures will be subject to change as we gain a fuller picture of what works will need to be carried forwards into next year.*

# Rent Setting Consultation

**Once again in February 2024, the Council will decide on its budget for 2024/25. This is an opportunity for you to have your say and let us know your views.**

The Housing Business Plan was agreed in 2002 and rents are higher in newly built properties as a premium has been added. The agreement of Retail Price Index (RPI) +1% was agreed 19 years ago now for all other properties. At that time, it was agreed with tenants/TPWG, that the Housing Business Plan be kept by the Council and has never been exceeded. Over the last four years, rent rises have been kept at or below RPI +0.5% (most years recently well under RPI). The formula has also been changed to the lower CPI – inflation figure over the last year.

The agreement with tenants behind this formula was to achieve:

1. An improved Capital Programme, with the first target date for achieving the SHQS being met in 2015 (and every year since)
2. The introduction of a Planned Maintenance Programme
3. The new EESSH energy targets by 2020-23 and the new EESSH 2 targets
4. The continuation of having a development / new Council housing building programme.

The last review that took place outlined that the Business Plan is able to meet future repair, planned maintenance, capital/ improvement and new build programmes as long as the formula of CPI + 1% is applied most years, over a 30 year period. A new review, as part of the wider review of the HRA Business Plan is underway and will report back in 2024, feeding into the consultation process this time next year.

As a result of historic debt peaking and being paid off in 2016/17, along with SHQS, EESSH capital and energy efficient programmes, the rent rise for 2024/25 is again being recommended to be lower than CPI + 1% which will be around 7.7%. At present CPI is 6.7% while RPI is 9.1%.

The options for a rent rise for 2024/25 that all tenants are being asked to consider are listed below. The Service considers the lower-than-normal options to still be appropriate, given the details provided within this article and also due

to the impact many tenants have experienced due to the financial/ economic position and the aftermath of the Covid-19 pandemic. The three options are:

- 1 Option 1- Consumer Price Index (CPI) = 6.7%
- 2 Option 2 = 4.8%
- 3 Option 3 = 3.4%

**RPI is 9.1% (\*CPI is 6.7%).**

See the questionnaire or use the QR code to respond to these options. We would encourage you to please give us your views.

The graphs below show the historic debt being paid off and the differences to the Business Plan for Housing Services over the next 30 years where firstly RPI + 1% is applied and then RPI only (or CPI +1 %) is applied.



**RPI + 1% Profile**

2014/15 is year one and debt was normally recommended to be kept below 45% in the past. The blue line is at 55% to accommodate the one off debt recharges in 2015 & 2016. Recent guidance is recommending that healthy Housing Business Plans should keep debt to or below 35%. The above RPI + 1% profile over 30 years achieves planned repair programmes and is well below this new recommended target.



**CPI+ 1% or RPI only Profile**

The blue line is at 55% to accommodate the one off debt recharges in 2015 & 2016. Recent guidance is recommending that healthy Housing Business Plans should keep debt to below 35%. The above CPI + 1% or RPI profile over 30 years struggles to achieve planned repair programmes and is well above both the current and future 30% debt level targets for the Housing Business Plan.



East Dunbartonshire Council values your opinion, which would assist us in setting rent levels for 2023/24. Please let us know your opinion by completing the 'Consultation on Rents' questionnaire which you should have received along with this newsletter and return it to us in the reply pre-paid envelope which has also been provided. Alternatively, please scan the QR code on this page or on the questionnaire where you will be able to provide a response using an electronic device. The rent setting consultation will close on **Friday 5 January 2024.**

All tenants who complete the questionnaire, either by post or online, will automatically be entered into a prize draw for three £100 shopping vouchers. Please ensure you add your contact details when completing this questionnaire. If you lose the questionnaire or require another copy, you can contact the Tenant Participation Team on 0141 777 3171 to have a copy sent out to you, or you can contact us by email at [tenantparticipation@eastdunbarton.gov.uk](mailto:tenantparticipation@eastdunbarton.gov.uk), if you prefer to have the form sent to you electronically.

## To complete the survey please visit

<https://app.smartsheet.com/b/form/17317320756f411eb9efd9e77918776>



Don't miss the chance of being entered into a prize draw for 3 x £100 shopping vouchers. By completing the Rent Consultation Questionnaire and providing contact details, you will automatically be entered.



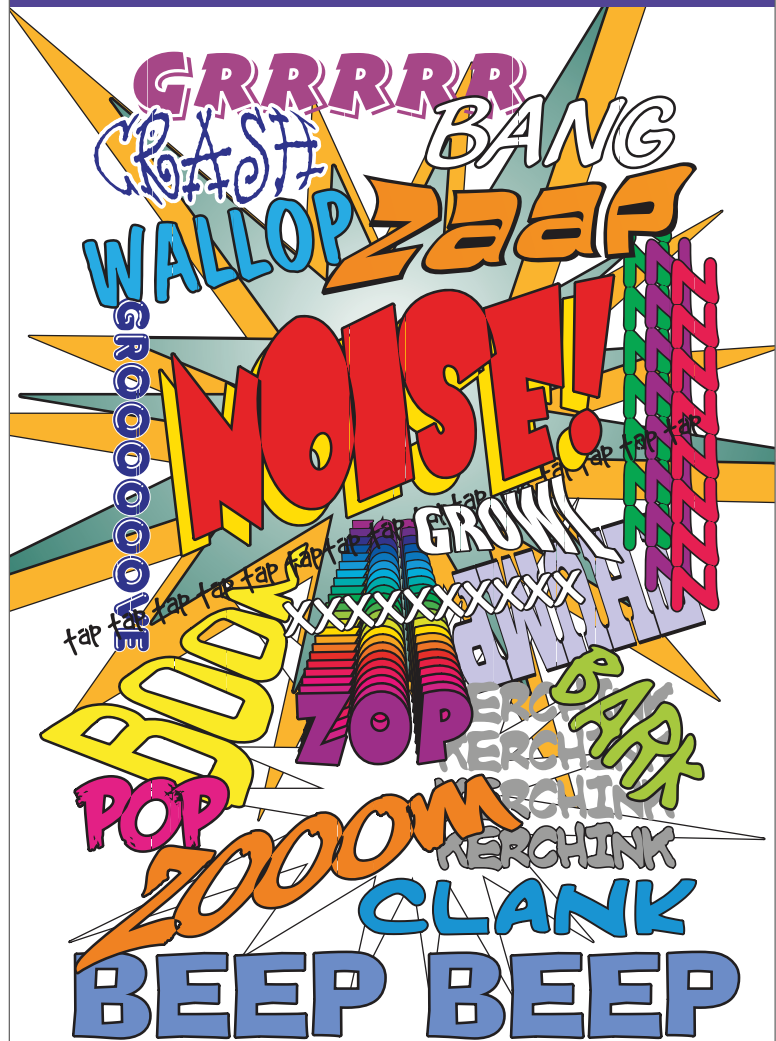
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# Antisocial Noise

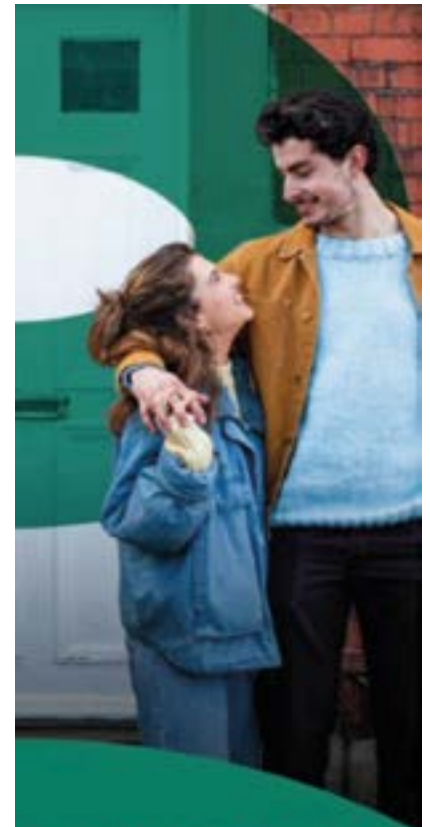
Has your weekend been ruined by noise?

**0300 123 4510**

Email: [antisocialbehaviour@eastdunbarton.gov.uk](mailto:antisocialbehaviour@eastdunbarton.gov.uk)



# LINK Housing Association: Get a LIFT onto the property ladder in East Dunbartonshire!



Want to buy a home on the open market but don't think you can afford the full price? The LIFT Scheme could help.

**"LIFT helped us buy our first home. Council rent was £416 a month, our mortgage is £230 a month. We will be able to pay more mortgage off, repay government money, and own our own home." – Kevin, LIFT buyer and previous social rented tenant.**

**Example:**

A single parent, who had been renting through a social landlord, bought a two-bedroom property in East Dunbartonshire for £120,000.

**Buyer deposit: £10,000**

**Buyer mortgage: £62,000**

**Scottish Government contribution: £48,000**

In this example, the Scottish Government holds a 40% share in the property and will get 40% of the sale price back when the property is sold. Or the buyer can increase their stake at any time.

Priority for the scheme is given to:

- First-time buyers
- Social renters
- People with a disability
- Members of the Armed Forces
- Veterans who have left the Armed Forces within the past two years or partners of service personnel who lost their life while serving in the Armed Forces within the last two years.
- People aged over 60 in housing need

Properties must be advertised publicly (e.g., on a website or on social media) and be within the price threshold for the area. The size of property you can buy depends on how many people are in your household.

Get a **LIFT** onto the property ladder.

Buyers can get up to 40% towards the cost of a home with the Scottish Government's LIFT scheme\*.

Text 'LIFT' to 66777  
www.linkhousing.org.uk/LIFT

Low cost homes for First Time Buyers

**LIFT**

\*Eligibility criteria applies.

**Visit [www.linkhousing.org.uk/LIFT](http://www.linkhousing.org.uk/LIFT) more for more information.**



Buyers can get up to 40% towards the cost of a home with the Scottish Government's LIFT scheme\*.

Text 'LIFT' to 66777  
www.linkhousing.org.uk/LIFT



\*Eligibility criteria applies.

# Are you a Council tenant interested in setting up a tenants' & residents' association?

Some of the benefits of having a local T&RA are:

- to have a greater say in how your local community is managed
- addressing issues of concern within your local community, by working with the support of housing services to find solutions
- getting opportunities to meet with the staff who are responsible for delivering services
- raising funds for your community
- providing information to tenants and residents about local issues
- developing a good community spirit
- bringing a sense of achievement to those involved in running a group
- giving people a chance to meet new people, gain invaluable experience, access training and gain new skills
- meeting with the council to discuss the concerns and problems raised by tenants and residents and work together to find solutions
- attending an estate walkabout to inspect your estate and make suggestions for improvements

East Dunbartonshire Council actively works to develop and support new groups with an interest in housing and their local community. To find out if your local community has a T&RA or if you and your neighbours would like advice on how to go about setting up a T&RA. Contact the Tenant Participation Team at:

## Housing Services

The Tenant Participation Team, William Patrick Library,  
2-4 West High Street, Kirkintilloch, G66 1AD

Tel: 0141 777 3171

Email: [tenantparticipation@eastdunbarton.gov.uk](mailto:tenantparticipation@eastdunbarton.gov.uk)



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# How are services performing?

The tables and charts below give details of performance against key housing and property maintenance activities for each quarter.

## Tenant Rent Arrears

The maximisation of rental income and pursuit of rent arrears continues to be a priority for the Housing Service, with rent arrears significant down on the same period as the last financial year. Housing Officers continue to provide advice and support to all tenants and specifically those who engage and are financially affected as a direct result of the cost of living crisis. Rent arrears actions continue to be taken against tenants in serious and increasing rent arrears, which include the serving of Notice of Proceedings, a pre court requirement, legal action and eviction where appropriate.

Tenants are encouraged to engage with their Housing Officer for advice and assistance at earliest opportunity rather than allowing rent arrears to accrue.

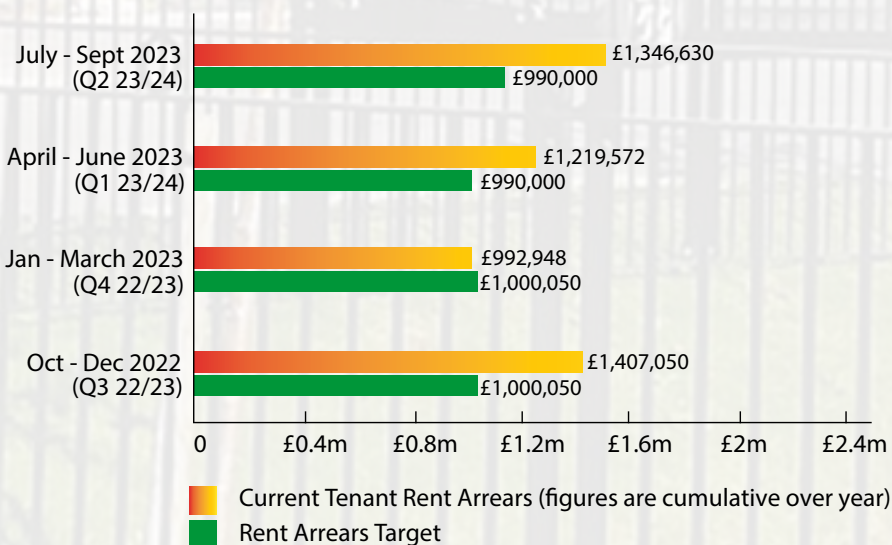


Chart 1: Current Tenant Rent Arrears: Financial Year 2022/23

**Our repair service is available 24hrs 365 days a year**

Your enquiry will be answered by customer-focused staff trained in delivering our service. If you need to report a fault or an emergency repair we can be contacted on:

Freephone number  
**0800 052 5574**

Email:  
[customerservices@eastdunbarton.gov.uk](mailto:customerservices@eastdunbarton.gov.uk)

## Rent Loss

The Void Rent Loss figure continues to be above target for Q1 (April to June) and Q2 (July to September) Housing continue to work closely with Property Maintenance to ensure properties are returned as fit to let as soon as possible. It remains a priority to bring the rent loss figure down.

Quarter	Quarter Targets	Actual Quarter Total	Year to Date Target	Actual Year to Date Total
July – Sept 2023 (Q2 23/24)	£32,500	£71,483.48	£65,000	£128,539.27
Apr – June 2023 (Q1 23/24)	£32,500	£57,055.79	£32,500	£57,055.79
Jan - March 2023 (Q4 22/23)	£32,500	£39,520.97	£130,000	£160,699.79
Oct – Dec 2022 (Q3 22/23)	£32,500	£34,689.99	£97,500	£119,425.61

Table 1: Void Rent Loss

## Void Property Turn Around

During Quarter 4 (January to March) Re-let times increased due to the number of long-term voids being returned to Housing for allocation. This was also the case during Quarter 1 (April to June). Re-let times decreased

during Quarter 2 (July to September) due to a particularly successful period in August. Regular monthly monitoring and established void procedures will be followed to endeavour to meet target timescales going forward.

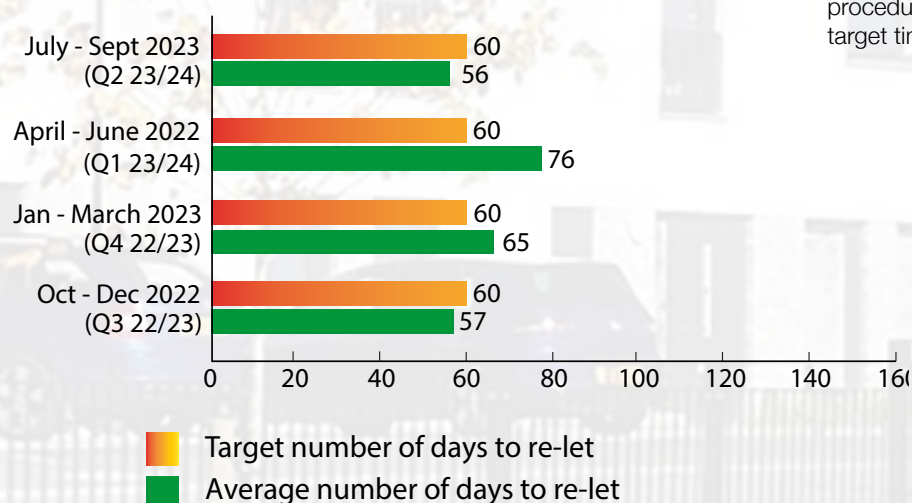


Chart 2: Average number of days to re-let properties:

## Repairs

Property Maintenance continue to look at ways of maintaining and enhancing performance in all repairs categories going forward.

Table 2: Property Maintenance categories against agreed target:

Area	Q4 (Jan-Mar 22/23)		Q3 (Oct-Dec 22/23)		Q2 (July-Sept 22/23)		Q1 (Apr-Jun 22/23)	
	Target	Actual	Target	Actual	Target	Actual	Target	Actual
Gas Safety % Completed	100	100	100	100	100	100	100	100
Emergency Repairs (hours)	4	3.28	4	3.45	4	3.38	4	4.31
Non-Emergency Repairs (days)	12	16.43	12	13.3	12	11.8	12	10.7
Voids % Returned	85	89.3	85	86.3	85	90.3	85	96.4
Appointments Kept	98.5	99.5	98.5	100	98.5	99.9	98.5	99.7

The Tenant Participation Team can be contacted on 0141 777 3171.

# How to avoid condensation dampness in your home

Millions of homes throughout the UK are affected by condensation dampness.

This problem can lead to a mould growth or staining which can damage wallpaper, wall surfaces, window frames, furniture and even clothing.



## What is condensation and where does it occur?

Air contains a certain amount of moisture or water vapour which cannot be seen. The higher the temperature of the air, the more moisture it can hold. Condensation normally occurs when air comes into contact with a surface which is colder. This, for example, is the reason a bathroom mirror or window will steam up when you run a bath or have a shower.

Condensation also happens on the cool parts of walls, particularly on outside walls. It can often appear as a dark patch in corners near the skirting and on the ceiling.

Condensation can happen in any room of a home but the following areas are particularly prone to condensation:

- Cold surfaces, such as mirrors or windows
- Kitchens, bathrooms, bedrooms and hallways
- Areas of the home with poor ventilation
- Walls of unheated rooms
- Old corners of rooms
- Behind wardrobes, cupboards, beds or other furniture, especially if they are against an outside wall.

## What steps can I take to avoid condensation dampness?

You have the ability to reduce or solve condensation dampness by changing your behaviour in your home. Use these three easy steps to help address the problem.



## Step 1: Reduce the amount of moisture you create

Many normal everyday activities produce moisture which cannot be avoided. However some simple changes in how you do these things will help reduce the risk of condensation in your home:

- Keep lids on pots and pans and close the kitchen door when cooking
- Where possible put your washing outdoors to dry
- Keep a window open if drying clothes indoors and avoid drying clothes over warm radiators
- When using a tumble dryer make sure the hose is put out the window or door
- Keeping the bathroom door closed when running a bath, bathing or taking a shower
- Avoid overfilling cupboards and wardrobes

The most effective course of action you can take when creating steam, especially in the kitchen or bathroom, is to open windows and close doors. This will let moisture escape and prevent it from spreading throughout the rest of the house.

## Step 2: Increase ventilation to remove the moisture

It is important that air within your home can circulate. This way any moist air produced can escape.

This can be achieved by:

- Opening a window
- Ensuring an extractor fan in the kitchen or bathroom is used when washing or cooking



- Allowing space for air to circulate in and around furniture and beds by keeping them away from walls
- Opening doors to ventilate wardrobes and cupboards
- Avoiding the use of flueless gas or paraffin heaters as they produce a lot of moisture
- Ensuring air vents are kept clear and not covered
- Ensuring all rooms in your home are adequately heated and ventilated
- Where double glazing is fitted, ensure trickle vents on windows remain open at all times.

### Step 3: Heating your home

- Condensation is most likely to be a problem in homes which are under heated. Keep your home warm by:
  - Ensuring large pieces of furniture are not placed in front of a radiator as this prevents the heat from circulating.
  - Keeping curtains above radiators, this will allow the heat to circulate.
  - Using thick curtains stop heat escaping by closing them at dusk.
  - Keeping heating on throughout the day in cold weather.
  - Keeping curtains open on sunny days to help warm rooms.
  - Keeping doors open in rooms that get lots of sunlight; this will allow the warm air to circulate throughout the house.

### What is East Dunbartonshire Council doing to assist tenants to prevent condensation dampness within their homes?

By following these steps tenants should significantly reduce any condensation dampness problems in their homes they may have. To assist tenants to keep their homes warm and damp free and as part of our Capital Works Programme,

East Dunbartonshire Council is in the process of finalising programmes to:

- Replace all central heating systems with high efficiency 'A' rated boilers and
- Replace all windows with double glazed units
- Fit extractor fans when new kitchens are being installed in tenants' homes.
- In addition work is ongoing in order to improve the fabric of buildings and prevent moisture penetration and retain heat through ongoing programmes to:
  - Replace failing roofs across whole-council owned and mixed tenure flatted blocks
  - Install external wall insulation and MR render treatments

The management of condensation issues is also important, and the Housing Service has a strategy now to:

- Use the services of specialist contractors to diagnose and treat condensation issues
- Communicate with tenants the importance of using homes appropriately ie in relation to the drying of clothes and use of ventilation

As well as this, we also carry out annual Gas Safety checks in our tenants' homes which ensures the heating system is working safely and efficiently.

By providing these measures tenants' homes should benefit from:

- Having a warmer surface temperature of walls, ceilings and windows
- Reduced heating costs, thus allowing homes to be heated to a higher standard more affordable.



**If you would like any additional information or practical advice on reducing condensation dampness within your home please contact our Repairs Service on 0800 052 5574.**







# Trading Standards

Maintaining & promoting a fair, safe & equitable trading environment

0300 123 4510

Email: trading.standards@eastdunbarton.gov.uk

**PRODUCT SAFETY**  
**Consumer Advice**  
**Credit**  
**Child Safety**  
**Doorstep Sales**  
**Home safety**  
**Bogus callers**  
**Underage Sales**  
**Weights & Measures**  
**Scams**  
**Fair Trading**

**Consumer Advice**  
**Business Advice**



Have you considered paying your rent by Direct Debit?  
The benefits of Direct Debits are:-



Payment plans:  
Better budgeting



Peace of mind:  
Never miss a payment



Convenient and saves time



Safeguarded by a guarantee

**Set up your Direct Debit today!**

For further information on Direct Debits and other payment methods:-

Telephone: 0300 1234510  
Email: housing@eastdunbarton.gov.uk  
Visit: www.eastdunbarton.gov.uk/payments

Housing Services

# East Dunbartonshire Citizens Advice Bureau



In 2022, East Dunbartonshire Citizens Advice Bureau dealt with a total of 25,964 enquiries from local residents across a wide range of issues. The largest issue they dealt with was help with benefits, which accounted for 46% of all enquiries.

There are a range of additional payments that you may be entitled to, to help support your family, including:

- Child Benefit
- Child Tax Credits
- Best Start Grant
- Best Start Grant Pregnancy & Baby Payments
- Best Start Grant Early Learning Payment
- Best Start Grant School Age Payment
- Best Start Foods
- Child Disability Payment

If you think you might qualify, or if you're not sure, please get in touch. You can book an appointment on the website [www.edcab.org](http://www.edcab.org) or browse the self-help information available there.

School Clothing Grant & Free School Meals applications can be completed on East Dunbartonshire Council's website: [www.eastdunbarton.gov.uk](http://www.eastdunbarton.gov.uk)

So far this year, 2023, the CAB is as busy as ever assisting residents to navigate the current cost of living payments, the utility support available and grant applications. You may be entitled to the cost of living payments, if you are on the following benefits:

- income-based Jobseeker's Allowance (JSA)
- income-related Employment and Support Allowance (ESA)
- Income Support
- Pension Credit
- Universal Credit
- Child Tax Credit
- Working Tax Credit.

Most people entitled to the payment will get:

- £301 paid between 25 April 2023 and 17 May 2023 if you're on DWP benefits
- £301 paid between 2 and 9 May 2023 if you get tax credits only

 East Dunbartonshire Citizens Advice Bureau

Ready for a new financial start?

**NOW OPEN UNTIL 7PM MONDAY TO THURSDAY**

**It's important you get all the help you're entitled to.**

For **FREE** confidential support and advice, contact a local advisor on 0141 775 3220, or alternatively, at [www.edcab.org](http://www.edcab.org)

- £300 paid during autumn 2023
- £299 paid during spring 2024.

There is an eligibility criteria attached to all of the payments, so get in touch to see if you are eligible for the cost of living payments for 2023/24.

Money advice is also a large part of what advisers can help with and maximising income is the first step towards achieving manageable repayment proposals. The bureau has a full money advice service, complemented by two Money Talk Plus Advisors who can assist any residents concerned with their ability to meet ongoing liabilities and to help ensure that all support is being accessed. Advisers can also look at whether there is scope to make financial savings.

If you are experiencing financial worries or hardship, you can get advice from the EDCAB Money Talk Plus team which offers support in four main advice areas:

- Tax credits & Benefits: eligibility checks, Help to Claim, and advice on both means tested and non means tested benefits.
- Money Advice: this can range from budgeting, income maximization or simple debt issues. If more complex multi debt issues and help with creditor strategies is required, the Money Talk Plus adviser can help with referral support on getting advice on repayment plans and Debt Arrangement Schemes.

- Housing: issues such as rent, council tax payments and reductions.
- Utility supply: supplier complaint resolution, energy efficiency schemes, eligibility for and availability of energy grants.

Our advisers will check you are getting as much income support as you are entitled to and explore ways to reduce your monthly outgoings.

Full "entitled to" checks can be done on request for any benefits or tax credits and support can be provided to complete applications.

Two of the most often unclaimed benefits are:

- Pension Credit
- Council Tax Reduction.

Discounts may be available for Council Tax if you are the only adult aged 18 or over in the property. Also, some people are not counted when deciding how many adults are resident in a property. If you think you may be eligible for a discount please go to [www.eastdunbarton.gov.uk](http://www.eastdunbarton.gov.uk) or [www.edcab.org](http://www.edcab.org) and check your eligibility. You may be entitled to Council Tax Reduction if you fall into any of the following criteria:

- single occupancy discount
- Apprentices
- Paid and unpaid care workers
- Residents who are in receipt of Child Benefit

- Full time students
- People who are resident in hospital or care/nursing home
- Mentally impaired and receiving benefit

For further information, please contact our office on 0141 775 3220 or book an appointment via the website [www.edcab.org](http://www.edcab.org)

## Power of Attorney (PoA), For You?

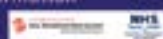
WHY DO I NEED ONE?

LET'S TALK ABOUT IT. BE PART OF THE CONVERSATION.

A Power of Attorney (PoA) will give you peace of mind, as you will have the support of someone you trust, if you cannot make decisions for yourself. Such as what bills need paid, what food you like, your hobbies and who will look after your dog or cat!



Contact: [edpsuc@ggc.scot.nhs.uk](mailto:edpsuc@ggc.scot.nhs.uk)  
for more information



Created by the East Dunbartonshire Public, Service User and Carer IPSAC group

## Why?

Having a Power of Attorney (PoA) can give you peace of mind, as you know you will have the support of someone you trust if you are unable to make decisions for yourself.

## What?

A PoA is a written document that lets you give legal authority to other people i.e. your attorney(s), to make decisions on your behalf. This could be about your health and/or your finances

## Who?

East Dunbartonshire CAB:  
[bureau@eastdunbartoncab.casonline.org.uk](mailto:bureau@eastdunbartoncab.casonline.org.uk) Telephone: 0141 775 3220

Office of the Public Guardian:  
Email: [opg@scotcourts.gov.uk](mailto:opg@scotcourts.gov.uk)  
Telephone: 01324 678300



## Project 101 Positive Engagements

*If you are from East Dunbartonshire aged 14-25 years old and experiencing housing or homelessness issues, then Project 101 may be able to help you.*

*They can provide you with information and advice and signpost you to other agencies who may also be able to help. Some of the positive engagements Project 101 have been working on are shown opposite.*

Project 101 has been operating Monday through to Thursday, from 10am until 3pm, since early March, supporting numerous young people on a face-to-face basis who are very much enjoying the social interaction, and the resources they can access.

There are also drop in sessions on these days to assist young people with urgent issues. Project 101 offers support with applying for benefits, grants and funding, applying for housing and tenancy support as well as foodbank referrals.

### **Project 101 Positive Engagements**

**Project 101 warm spaces initiative;** During the colder months, Project 101 became one of the 17 warm spaces in Kirkintilloch, providing refreshments and some rest bite during the long winter for all young people aged 16-25 in East Dunbartonshire.

**Project 101 and Supported living;** our latest venture has seen staff supporting young people who have moved into supported accommodation with a weekly visit, an opportunity to learn about tenancies, complete forms and set themselves up for

independence. A lunch time cooking session has been very popular during this roll out too..

**Project 101 Cooking Sessions,** these are proving hugely popular and are now being held on a Tuesday, Wednesday, and Thursday to keep up with demand! They are designed to not only be an enjoyable cooking session, but to help build skills and confidence in the kitchen. This can be from hygiene to food prep and, also, this encourages and assists with budgeting and other key areas of tenancy sustainment. Young people have been learning new kitchen skills, including food hygiene, preparation, and cooking. Twelve young people have benefitted from this so far since June. Young people can come for consecutive weeks or just for one-off sessions. This allows the budding chefs to not give up on much needed work, volunteering opportunities or other life commitments, and can return when suits them to still reap the benefits of the support. The new block has seen a whole new revamp in the recipes. Including burgers, chicken curry, toasties as well as

a Mexican pancake stack and other delicious options. These can then be replicated at home with the handy cookbook they receive. New cooking sessions intake will be in 2024. If you, or if you know anyone, interested, get in touch.

### **You can contact Project 101 in the following ways:**

Telephone number:

**0300 123 4510 –  
07919092039**

Email: [Project101@eastdunbarton.gov.uk](mailto:Project101@eastdunbarton.gov.uk)

[lucas.clarke@eastdunbarton.gov.uk](mailto:lucas.clarke@eastdunbarton.gov.uk)  
[suzanne.rooker@eastdunbarton.gov.uk](mailto:suzanne.rooker@eastdunbarton.gov.uk)  
[amanda.gallagher@eastdunbarton.gov.uk](mailto:amanda.gallagher@eastdunbarton.gov.uk)

Facebook: @Project101edc

In Person: Project 101, 101 Townhead, Kirkintilloch, G66 1NX

**Total referrals to project 101 from April 2023 – November 2023 = 64**

## Monthly Chance to Chat at Project 101

Project 101 host a 'Chance to Chat' once a month. It is the perfect opportunity to get anything off your chest catch up with others and grab a coffee and a bite to eat. Individuals from all over East Dunbartonshire come together to form a support network, aiding each other, and benefitting from lived experiences and the non-judgmental environment. Aiming to get as many people as possible talking about mental health.

We all have mental health, and any of us could go through a period where we struggle, but many of us are too afraid to talk about it. Starting a conversation about mental health might seem daunting but simply sending a text, checking in on a friend or sharing something on social media can help but having this monthly group has helped break the ice for many.

Opening the conversation about mental health problems is so important – by talking about it we can support ourselves and others.



## Christmas appeal

Project 101 is looking for donations for our Christmas appeal to support vulnerable young people, if you would like to support contact Project 101.

Elf on the shelf is back this December and will be running competitions, helpful giveaways, and food packs to assist young people in crisis to ensure they are eating well as well as delivering information to help sustain tenancies and encourage young people to stay safe throughout the winter. Keep an eye out for the posts on Facebook!



Guess the name of the elf winner gets £50 amazon voucher and a P101 Christmas Hamper. Project 101 will also run a post on Facebook. in order for you to enter this competition.

**Post in the Facebook post comments or alternatively text Project 101 on 07919092039 with 'Name of elf: (NAME)'.**

**Chance to Chat  
Dates – 2pm - Project  
101, 101 Townhead,  
Kirkintilloch, G66 1NX**

14 December

For more information, please contact Project 101 on Facebook or email [project101@eastdunbarton.gov.uk](mailto:project101@eastdunbarton.gov.uk)



Contact us today to arrange a

## FREE Home Fire Safety Visit

We'll help you spot possible fire hazards, sort out a fire escape plan and provide information about smoke, heat and carbon monoxide alarms.

CALL 0800 0731 999, TEXT 'FIRE' TO 80800 or VISIT [firescotland.gov.uk](http://firescotland.gov.uk)



**SCOTTISH  
FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland





# Focus on a member of staff

**Who are you and what do you do within the Council?**

food, history, and culture are fascinating. I can't wait to go back soon.

**If you were stuck on a deserted island, what two items would you miss the most?**

My dog and weights. I love to train and it helps my mental health massively and then the company with my dog. I'd be totally lost without them!

**If you could have any job in the world, what would it be?**

It would have to be an Olympian/Professional athlete. To truly be ranked in the greatest in your field must be an amazing feeling and takes dedication, hard work and sacrifice.

I have always been inspired by Olympians and pro athletes.

**If you could have any superpower, what would it be?**

I would have to go for power mimicry. The ability to harness all other superpowers would be truly amazing and the possibilities would be endless.

Hi, my name is Lucas. I work within Project 101, which is the Council's Youth Homelessness and Prevention Service offering housing service advice. My role is very diverse, and every day is different. I work directly with young people aged under 25 to support them into safe accommodation, sustain tenancies, develop independent living skills and ensure they have all the information and support they need to be able progress in life.

**What do you like most about your job?**

The most enjoyable aspect of my job is to be able to make a positive impact on the lives of many young people in East Dunbartonshire who are facing housing issues or homelessness.

It is hugely rewarding to be able to provide them with support, guidance, and resources to help them navigate through the difficult situations and towards a more positive future and watching their confidence and independence growing as a result.

**What do you like least about your job?**

While I find my work rewarding, one challenge is the limited resources, and the many obstacles young people face. It can be disheartening at times to witness but I do everything possible to enable them to face these challenges with the best skill set and knowledge to get the best outcomes.

**What's the funniest thing that's ever happened to you while doing your job?**

It's hard to pinpoint just one in my job. The young people we work with have great senses of humour and can really make you laugh.

**If you can meet one person of your choice, dead or alive, who would this be?**

I have been very fortunate in life to have met many great people and learn and gain experience from them, but if I was to meet one person Naim Suleymanoglu, from his life facing oppression, changing nationalities, and becoming the greatest weightlifter, pound for pound. If the language barrier wasn't an issue, I would have loved to be able to have racked his brain.

**What's your favourite type of music?**

My top three artists on Spotify are Liam Gallagher, Bugzy Malone and Immortal Technique, so I'd say my taste is quite mixed.

**If you could live anywhere in the world where would it be?**

I would have to say Silesia in Poland. The

## Quick fire round

1. Starter or dessert – **Dessert**
2. Reality TV or Drama – **Drama**
4. Night owl or early bird – **Night Owl**
6. Pepsi or coke – **Coke zero vanilla**
7. Movie or documentary – **Movie**
8. Corrie or Eastenders – **Neither**
9. Football or Rugby – **Football**
10. Car or Bike – **Bike**
11. Chips or Salad – **Neither**
12. Burger or Chicken – **It has to be the burger. As long as its beef.**

# Preventing burst pipes

A burst pipe can wreak havoc in your home and ruin its contents. To reduce the possibility of damage and hassle caused by burst pipes, East Dunbartonshire Council tenants should follow these simple steps:

1. Keep out the cold - keep your heating on a low setting or set it to come on a few times a day, especially if your going away.
2. Open the loft trap door slightly on very cold days to let some heat in.
3. If you're away from your home during winter for any period of time ask your friends or relatives to check your home and make sure pipes haven't burst or frozen.\*
4. Make sure you know where your stop cock is and regularly check to make sure you can turn it off in an emergency. Why not label the stop cock so you know where it is if there's an emergency?
5. Report any dripping taps to our 24 hours a day, 365 days of the year Repairs Service on: 0800 052 5574 (free phone number). If left unrepaired they could freeze.

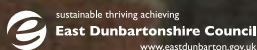


# Dealing with frozen pipes

If you discover you have any frozen pipes, East Dunbartonshire Council tenants should:

1. Report this to our 24 hours a day, 365 days of the year Repairs Service on: 0800 052 5574 (free phone number)
2. Turn off the water supply to your home by turning off the main stop tap (you should find this under the kitchen sink or where the service pipes enter your home). If you have a cold water tank turn off the stop cock.
3. Protect your possessions to avoid damage if a pipe appears to be frozen.\*
4. Thaw the pipe out by opening the tap nearest to the part of the pipe you think is frozen; this will allow the water to flow through once melted. Use a hot water bottle or a hairdryer, taking care to keep well away from any water, carefully thaw the ice starting at the tap end and working back to the cold water tank.

\*East Dunbartonshire Council (EDC) urges tenants to take out household insurance, as in the event of burst pipes it will not accept responsibility for any damage to tenant's personal possessions.



## Environmental Health

Improving & protecting public health

0300 123 4510

Email: [environmental.health@eastdunbarton.gov.uk](mailto:environmental.health@eastdunbarton.gov.uk)

Food Complaints  
 Food Standards  
 Food Hygiene  
 Noise  
 Occupational Health & Safety  
 Pest Control  
 Water Quality  
 Vehicle Emissions  
 Animal Licensing  
 Environmental Crimes  
 Air Quality Monitoring  
 CONTAMINATED LAND

DOG CONTROL  
 PUBLIC HEALTH  
 Pollution  
 Sampling

Licensing Standards

# Housing Management Team



**Ann Davie**  
Depute Chief Executive

Tenants have been provided with contact information for their local housing officer. If after trying this system you find it has not worked for you, please call one of the senior members of staff on **0300 123 4510** who may be able to assist you.



**Evonne Bauer**  
Executive Officer for Community Services



**Jim Wright**  
Team Leader / Housing Operations



**Heather Holland**  
Executive Officer for Land Planning & Development



**Elaine Romanes**  
Team Leader / Housing Operations



**Lynsey Rowe**  
Team Leader / Homelessness & Prevention

## Useful contact details

If you have any queries regarding a housing related issue, please use the following contact details listed below:

### Housing Officers (Rents/Estates):

**0300 123 4510**

Email: [housing@eastdunbarton.gov.uk](mailto:housing@eastdunbarton.gov.uk)

### Housing Options/Homelessness Team:

**0300 123 4510**

Email: [homelessness@eastdunbarton.gov.uk](mailto:homelessness@eastdunbarton.gov.uk)

### Tenant Participation Team:

**0300 123 4510 or 0141 777 3171**

Email: [tenantparticipation@eastdunbarton.gov.uk](mailto:tenantparticipation@eastdunbarton.gov.uk)

### Housing Repairs:

**0800 052 5574**

Email: [customerservices@eastdunbarton.gov.uk](mailto:customerservices@eastdunbarton.gov.uk)

### Project 101:

**0300 123 4510**

Email: [project101@eastdunbarton.gov.uk](mailto:project101@eastdunbarton.gov.uk)

### Housing Benefits:

**0300 901057**

Email: [benefits@eastdunbarton.gov.uk](mailto:benefits@eastdunbarton.gov.uk)

### Council Tax:

**0300 901057**

Email: [counciltax@eastdunbarton.gov.uk](mailto:counciltax@eastdunbarton.gov.uk)





# Strategic Planning Performance Framework

*Much work has been undertaken by the Council to ensure that it can respond to the financial challenges presented in the recent budget which was set in February 2023. Those challenges not only relate to the financial and economic environment, but also to the additional demands placed on services due to the cost-of-living crisis and general increases on demands for council services from tenants, residents, communities and businesses.*



**Grant Mackintosh**

**From September 2023, a locality-based operating model has been implemented on a phased basis. As a result, this has involved a redesign of the delivery of services by the Council, being achieved through the development of a locality-based matrix approach. Wherever possible, services will be provided to address local needs while also being delivered locally, operating around three defined “neighbourhood communities”:**

**Bishopbriggs & Campsie**

**Kirkintilloch, Lenzie & Twechar**

**Bearsden & Milngavie**

The above neighbourhood communities will support better communication and engagement with tenants, residents and communities, simplifying access to services.

The development of this locality-based matrix approach has also now seen a revised strategic leadership structure within the Council. As a result, there has been a reduction in staffing and costs to the Council, in terms of senior officers along with administrative support. This has now been implemented and will assist the Council to meet the financial challenges being faced.

## **What does this mean for Housing Services?**

At the end of October 2023, Grant Mackintosh, Executive Officer Housing left East Dunbartonshire Council. This position is no longer part of the Council’s leadership structure.

This change has meant that the services provided by Housing have now been amalgamated within other council services that will continue to deliver the same services to tenants and applicants. With these changes now implemented, the following parts of the Housing Service now report into various Executive Officers, with a joined-up approach ensuring the continuity of service delivery to bring about service improvements.

- **Evonne Bauer**, Executive Officer for Community Services will have responsibility for Housing Operations (Estate Management & Allocations) along with Homelessness & Prevention;
- **Jamie Robertson**, Executive Officer for Finance & Digital Services will have responsibility for Housing rents, Arrears & TP;

- **Heather Holland**, Executive Officer for Land Planning & Development will have responsibility for Housing systems (IT services), policy & performance; while
- **Alan Bauer**, Executive Officer for Assets & Facilities will continue to have responsibility for housing repairs, capital improvement works & new housing developments.

The Council is committed to ensuring that the principles of tenant involvement is part of the changes being made and in line with our Tenant Participation Strategy. The changes made have been discussed with the Tenant Participation Working Group, ensuring that there was an opportunity for the views of tenants and tenant representatives to be considered and taken on board as part of the changes being made to the Housing Service.

## **Grant Mackintosh outlined before leaving:**

*‘I have had the pleasure of working for EDC Housing Services for over 27 years and have led the service for the last 10 years. During my time here I have worked alongside many tenants and work colleagues, both past and present, with such relationships having made my time here both a very rewarding and enjoyable one, while also assisting me greatly to carry out the roles I have had at East Dunbartonshire. I leave knowing that the Housing Service is in a strong position to face the challenges that undoubtedly lie ahead.*

*The reason for this, is that I know that there are various dedicated teams delivering services, robust tenant engagement opportunities, along with performance within many parts of the service regularly now meeting and surpassing set targets. The new operating model will in-itself allow for further enhancement of the services being provided to tenants and service users.*

*There are also exciting opportunities for the future, such as the improvements that will emerge when the new housing IT system, currently in development, which will modernise the Housing Services way of working and introduce digital enhancement opportunities for our tenants to access the service.*

*I would also like to thank all tenants and the tenant representatives whom I have worked alongside over the years, for both contributing to service improvements and for supporting me. I would also like to thank the current housing team, who I will dearly miss, as well as the colleagues within the wider council areas who support Housing Services for all the hard work that they do. I am sure all involved with the Housing Service will continue to thrive and excel. I wish you all the very best for the future.’*

# Legionella



**be aware –  
be safe!**

## LEGIONELLA

**Legionella Pneumophila is a bacteria that causes Legionnaires' disease. This is an uncommon disease similar to pneumonia. Legionella bacteria can live in both hot and cold water systems. Bacteria can be released into the air in an aerosol form such as from the fine spray from running taps or showers.**

A number of homes are served by cold water storage tanks. There are some additional ways that YOU can help to minimise the risk of Legionella bacteria developing in your domestic water supply and we have provided some tips below:

Prevent the build-up of stagnant water by running all infrequently used outlets such as showers, hot and cold

taps, outside taps and second toilets at least once a week.

Run water very slowly for 1 minute and then on full power for 5 minutes to ensure any stagnant water lying in the pipework is cleared.

If a shower has not been used for a week or more, immerse the head of the shower in a basin or bath of water and turn on the shower, letting the water run for 2-3 minutes. As Legionella is dispersed as an aerosol through water spray, running the shower under water will reduce the likelihood of bacteria being released. An alternative to this method where possible, would be to take the showerhead off before flushing the outlet as normal and then cleaning the shower head.

If your hot water is supplied by a hot water cylinder, ensure the stored temperature of this is set to at least 60°C. This helps to kill any bacterial infection.

If you use any garden hoses in the summer, please ensure that you run the outside tap with the hose connected and the spray head removed for at least 5 minutes before using to ensure any stagnant water lying in the pipework is cleared.

Where possible, shower heads and attaching hoses should

be dismantled, descaled and disinfected on a quarterly basis or more regularly if required, using a standard disinfectant cleaning product.

Please be aware that Legionnaires' disease is extremely rare and the risk of infection is small. This risk can be further reduced, however, if the steps outlined above are followed. If you have any questions regarding this article or require any advice on preventative measures, please contact us on **0300 123 4510**



- The Council is currently updating its Water Quality Policy and Procedure document and following committee approval, this will be found on the Council's website.
- If you have any questions regarding this article or require any advice on preventative measures, please contact us on 0300 123 4510.



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

## Do you know someone **OVER 50** who **SMOKES**?

And do they meet one or more of the following criteria:

- Living alone?
- Mobility issues?
- Using medical oxygen?

THEY MAY BE AT **GREATER RISK OF FIRE**  
AND WE NEED TO REACH THEM!



Received a message from your energy supplier asking you to click a link to receive a refund or win thousands of pounds towards your energy bills?

Don't click on links in unexpected messages - verify that the opportunity is genuine by visiting the company's legitimate website

**#CostOfLivingScams**





As winter approaches thousands of households are struggling to afford the energy they need to keep their homes warm and dry. Are you worried about bills or energy debt? Is your home hard to heat?

Contact your local, Citizen's Advice to make sure you are receiving all the support you are entitled to or call Home Energy Scotland for advice on **0808 808 2282**

### ENERGY SAVING TIPS

- Only switch the hot water on for the hours when hot water is needed. It is more expensive to leave it on all day. An hour in the morning and an hour in the afternoon/evening is usually enough for most people's needs
- The room thermostat on the central heating should be set at 21°C (70°F) for the living room. Do not waste energy by opening windows - turn down the room thermostat or individual radiator controls instead
- Heavy curtains at the windows will help to keep the heat in and closing them as soon as it starts to go dark also helps. But make sure the curtains are tucked behind any radiators at the windows
- Use low energy light bulbs in rooms where the lights are on for long periods of time. Low energy CFL bulbs use around 75–80% less energy than incandescent bulbs and last for approximately 8,000 hours. LED bulbs are more expensive to buy, but give an instant and brighter light. They use around 90% less energy than incandescent bulbs and can last up to 50,000 hours making them the cheapest option over their lifetime.
- Do not leave appliances on standby but switch them off at the wall instead
- Wait until you have a full load before using your washing machine, or choose the economy or half-load setting if possible. Always choose the shortest cycle that's practical for your needs
- When using an electric oven, turn it off about ten minutes before the end of cooking time – it will continue to cook at the same temperature



# Ready for winter



## On the road

Prepare your vehicle. Make sure your car is ready for winter by carrying out some basic checks now.

Ideally, book a winter service for your car or do the following:

- Check the anti-freeze and oil levels
- Checks lights are working
- Make sure your car has plenty of windscreen wash, to the right winter concentration, and wiper blades are working
- Check tyre treads – they may save your life in poor conditions
- Get your brakes checked

## Kit out your car with the following items

- A warm blanket - Emergency food and drink - A torch - A shovel - De-icer and scraper - Tow rope - Mobile phone, make sure it's charged.

## Our Winter gritting service

Our Roads Team is on standby 24 hours a day to respond to gritting requirements. The Duty Officer checks a dedicated forecasting service for highways three times a day and makes a decision on what action is required. There are three road sensors which give information on the current status of the road condition, road surface temperature and the amount of residual salt. This tells us if gritting is necessary.

We publish the daily weather report and gritting action on our website [www.eastdunbarton.gov.uk/gritting](http://www.eastdunbarton.gov.uk/gritting) or click the link from the homepage.

## Gritting routes

As a Council, we need to prioritise which roads we treat. There are two categories of gritting route – Primary and Secondary.

The Primary routes cover 67% of East Dunbartonshire's 514km of road and consist of:

- Main access roads to rural communities

The Secondary routes include all other roads within the authority such as local and general access roads, less used industrial roads and cul-de-sacs, which are only salted during prolonged periods of adverse weather and when resources allow.

## Flooding

You can check the SEPA Flood Map for areas of potential flood risk in Scotland -

<https://www.sepa.org.uk/environment/water/flooding/flood-maps/>

You are the first line of defence against floods. Preparing for this can help protect yourself, your family, your property and possessions.

## Get prepared

- Prepare a flood kit of essential items such as a torch, first aid kit, blanket/warm clothing, medication, bottled water and a list of important contact telephone numbers
- Know how to turn off your gas, electricity and water mains supplies

## Take Action

- Use SEPA's Floodline for the latest information (0845 988 1188)
- During an emergency, the Council will issue sandbags to individual properties, if required. Contact 0300 1234510.
- Move pets, vehicles and other valuables to safety when it is safe to do so.
- Store sentimental and important items upstairs in a high place or a watertight container

Further information about flooding is available on the council's website <https://www.eastdunbarton.gov.uk/residents/flooding>

## Footway gritting

Footways retain grit longer than roads and therefore require treating less often. We have specialised gritters for footways which are based in strategic locations throughout the East Dunbartonshire area. The main footway routes cover:

- Main shopping areas
- Footways adjacent to community centres and health centres
- Footways near to sheltered housing and schools
- Steep or particularly wet footways that create additional risk

## Grit Bins

There are over 400 grit bins strategically located throughout the area which we regularly check and refill.

These are for use by the public on roads and pavements and can be viewed using the interactive mapping facility on the Council

website <https://www.eastdunbarton.gov.uk/residents/find-my-nearest>  
If you want to request a grit bin in your local area, you can complete the grit bin request form within the documents section on the gritting page on our website - [www.eastdunbarton.gov.uk/gritting](http://www.eastdunbarton.gov.uk/gritting). Additional grit is available from Broomhill Depot, Kilsyth Road, Kirkintilloch. This is a facility for members of the public to use, so please bring a shovel and container.

## At Home

In the event of an emergency, our repairs service is available to Council tenants 24 hours a day, 365 days of the year. Freephone **0300 123 4510**.

If you're not a Council tenant, it's a good idea to have a telephone number for a plumber and electrician to hand.

## Help your community

Please keep an eye on elderly and vulnerable neighbours during bad weather. If you're worried about them, please call us on **0300 123 4510**.

## Website and social media

Any emergencies relating to road or school closures will be put on our website [www.eastdunbarton.gov.uk](http://www.eastdunbarton.gov.uk) and sent via social media.

Please look out for updates and follow us on Twitter@EDCouncil Facebook [www.facebook.com/edunbartonshirecouncil](http://www.facebook.com/edunbartonshirecouncil) or e-mail [customerservices@eastdunbarton.gov.uk](mailto:customerservices@eastdunbarton.gov.uk)



Scottish Housing Regulator

**National Panel of Tenants and Service Users**

# Share your views...

Would you like to help improve social landlord services in Scotland? Add your voice to the National Panel!

## What's involved?

The Panel is one of the ways that the Scottish Housing Regulator hears from tenants and people who use council or housing association services. Feedback helps the Regulator focus on the important things.

We have more than 400 people already having their say. Members receive occasional surveys, information updates and take part in other feedback exercises. Participation is always optional.

## Who can join?

The Panel is open to anyone who uses council or housing association services. Members include social tenants, people who have been homeless, homeowners who receive factoring or common repairs from a social landlord, and people on social rented Gypsy/Traveller sites.

**Ready to join?**

By phone

**0800 433 7212**

Online

**[bit.ly/shr-panel](http://bit.ly/shr-panel)**

On your smartphone:



**Join today for a chance to win £50!**



If you are having problems paying your rent...

**Don't let your spending snowball out of control!**

## Rent First...Please

Advice and support is available if your struggling to pay your rent

Telephone or email your local Housing Officer (rents team) on:

**0300 123 4510**

**[housingrents@eastdunbarton.gov.uk](mailto:housingrents@eastdunbarton.gov.uk)**

Not paying your rent will result in further action, which could include legal action and eviction.



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**East Dunbartonshire Council**

[www.eastdunbarton.gov.uk](http://www.eastdunbarton.gov.uk)

**December 2023****MONDAY 11 DECEMBER**

Twechar Tenants & Residents Association Meeting  
– 7pm, Twechar Healthy Living Centre

**WEDNESDAY 13 DECEMBER**

Young Tenants Meeting – 2pm, Project 101, 101  
Townhead, Kirkintilloch

*Merry Christmas and  
a Happy New Year to  
all of our Tenants*

**January 2024****MONDAY 8 JANUARY**

Twechar Tenants & Residents Association Meeting  
– 7pm, Twechar Healthy Living Centre

**WEDNESDAY 10 JANUARY**

Oxford Street Tenants & Residents Association  
Meeting – 7pm, 71 Oxford St, Kirkintilloch

**THURSDAY 18 JANUARY**

LBSM Tenants & Residents Association Meeting –  
7pm, Glazert Bank Hotel, Lennoxton

**THURSDAY 25 JANUARY**

Tenant Participation Working Group – 1pm,  
Twechar Healthy Living Centre

**THURSDAY 25 JANUARY**

Harestanes Tenants & Residents Association  
Meeting – 7pm, Harestanes Primary School Huts

**February 2024****MONDAY 12 FEBRUARY**

Twechar Tenants & Residents Association Meeting  
– 7pm, Twechar Healthy Living Centre

**TUESDAY 13 FEBRUARY**

Sheltered Housing Forum – 12.30pm. Kilmardinny  
House, Bearsden

**THURSDAY 22 FEBRUARY**

LBSM Tenants & Residents Association Meeting –  
7pm, Glazert Bank Hotel, Lennoxton

**THURSDAY 29 FEBRUARY**

Harestanes Tenants & Residents Association  
Meeting – 7pm, Harestanes Primary School Huts

# Tenant Participation diary events

## December 2023 - March 2024

Welcome to the Tenant Participation diary, which highlights meetings and events, which have been arranged for the coming months. The diary will be updated regularly and will be included in each Taking Part newsletter. If you require any information on any meeting or event shown, please contact the Tenant Participation team on **0141 777 3171** or email [tenantparticipation@eastdunbarton.gov.uk](mailto:tenantparticipation@eastdunbarton.gov.uk)

**March 2024****WEDNESDAY 6 MARCH**

Oxford Street Tenants & Residents Association  
Meeting – 7pm, 71 Oxford St, Kirkintilloch

**MONDAY 11 MARCH**

Twechar Tenants & Residents Association Meeting  
– 7pm, Twechar Healthy Living Centre

**THURSDAY 21 MARCH**

LBSM Tenants & Residents Association Meeting –  
7pm, Glazert Bank Hotel, Lennoxton

**THURSDAY 28 MARCH**

Tenant Participation Working Group – 1pm,  
Twechar Healthy Living Centre THURSDAY 28

**THURSDAY 28 MARCH**

Harestanes Tenants & Residents Association  
Meeting – 7pm, Harestanes Primary School Huts

**April 2024**

*More events to follow...*

**May 2024**

*More events to follow...*

# Festive Refuse & Recycling Collection Arrangements

There will be changes to a number of the refuse and recycling collection arrangements over the festive period.

The service will not be operational on Christmas Day & Boxing Day and also on 1 & 2 January 2024

We do expect possible delays in the service provision during this busy period. Residents are advised to leave bins on the pavement until the collection has taken place, crew will be working later than normal to minimise disruption.



Normal Collection Day	Festive Collection Day
Monday 25 December	Wednesday 27 December
Tuesday 26 December	Thursday 28 December
Monday 1 January	Wednesday 3 January
Tuesday 2 January	Thursday 4 January



**Online booking system at Mavis Valley**

**The Mavis Valley Household Waste Recycling Centre (HWRC) is now operating on an appointment only basis for cars and vans. If you visit Mavis Valley without an appointment you will not be able to enter.**

Our booking system is now available to make appointments by completing a simple form on the Council's website. Booking slots will be available up to 14 days in advance and up until 15 minutes prior to arrival and can be made at [www.eastdunbarton.gov.uk/residents/recyclingwaste/household-waste-recycling-centres-tipsdumps](http://www.eastdunbarton.gov.uk/residents/recyclingwaste/household-waste-recycling-centres-tipsdumps)

Once you have booked, you will receive a confirmation email that will enable you to reschedule or cancel the appointment should you need to. For those without computer access, bookings can be made by calling our Customer Services team, **Monday to Friday, 9am to 5pm, on 0300 1234510**. The new booking system will mean a manageable number of visitors each day and ensure that the volume of traffic off-site does not cause traffic problems on the local access roads. When booking a slot, residents will be asked to include the registration number of the vehicle they will be driving – only the vehicle on the form will be permitted entry. There is a facility to book in hired vehicles if the vehicle registration number is not known at the point of booking.

Please consider if you can store your waste safely at home until you have a car full to reduce unnecessary journeys.

**The site is for East Dunbartonshire residents and you will be asked for proof of address and photographic identification when you visit. Commercial waste is not accepted.**

## Mavis Valley Refuse and Recycling Centre

The Mavis Valley Refuse and Recycling Centre site will be closed on Christmas Day and Boxing Day and also on 1st and 2nd January 2024.

Over the festive period, the site will operate within winter working hours and will be open to the public Monday to Friday (8.00am - 5.00pm) and Saturday/Sunday (9am - 4.30pm).

Please remember the facility now operates a new booking system, residents will not be permitted entry without booking a slot prior to arrival. See details above on how to book a slot.





# Information on services over Christmas & New Year

## Housing Services

Will be closed from Friday 22nd December 2023 and will not reopen until Wednesday 3rd January 2024.

## Schools

Will be closed from Friday 22 December 2023 and will not reopen until Monday 8 January 2024.

## Repairs Service

Our Repairs Service is available 24 hours a day, 365 days of the year!

Freephone: 0800 052 5574

## Homeless

If you or a friend are homeless and have nowhere to stay, call 0300 123 4510

# Community Safety

Antisocial behaviour there's no excuse

**0300 123 4510**

Email: [antisocialbehaviour@eastdunbarton.gov.uk](mailto:antisocialbehaviour@eastdunbarton.gov.uk)

## Your Housing News published

Your Housing News has now been published on the Council's website. This is a housing newsletter that sets out a summary of the key achievements of housing, homelessness and the repairs service for 2022/23 and highlights areas for further development.

The report details performance information on a range of service areas that we have reported on for a number of years, as well as some Scottish Social Housing Charter indicators, which have been set out by the Scottish Government Regulator.

To view the latest edition of "Your Housing News", visit [www.eastdunbarton.gov.uk/residents/housing/your-housing-news](http://www.eastdunbarton.gov.uk/residents/housing/your-housing-news)

# HOMELESS

the **Homelessness and Prevention Team**

can be contacted on:

daytime and out of hours tel: **0300 123 4510**

e mail: [homelessness@eastdunbarton.gov.uk](mailto:homelessness@eastdunbarton.gov.uk)

# Police Scotland Contact Numbers

Community Police Officers for the following areas can all be contacted via 101 - 999 must be used for all emergency calls

- Bearsden North
- Bearsden South
- Bishopbriggs North & Torrance
- Bishopbriggs South
- Campsie & Kirkintilloch North
- Kirkintilloch East & Twechar
- Lenzie & Kirkintilloch South
- Milngavie



**POLICE  
SCOTLAND**

**STANDING UP TO  
antisocial  
BEHAVIOUR**

If you are experiencing antisocial behaviour in your area, contact us - we're here to help. Phone the Council General Enquiries number on 0300 123 4510 or email us at [antisocialbehaviour@eastdunbarton.gov.uk](mailto:antisocialbehaviour@eastdunbarton.gov.uk)

# Making a Complaint



East Dunbartonshire Council aims to provide high quality Neighbourhood Services for its customers. However, we realise that sometimes we may fail to reach your expectations.

When this happens we want to assist as quickly as possible by examining the problem and correcting mistakes where we are at fault. There is an East Dunbartonshire Council Complaints Procedure which provides information on what a complaint is and how to make a complaint.

If you have an issue with any service you have received from the Council you can do this by contacting us:

- in person
- by phone on: 0300 123 4510
- by emailing: [complaints@eastdunbarton.gov.uk](mailto:complaints@eastdunbarton.gov.uk)
- by using a complaints form
- in writing to the Council's Customer Services Manager  
Broomhill Industrial Estate  
Kilsyth Road, Kirkintilloch, G66 1TF
- by using the online complaints form
- on the Council's website at [www.eastdunbarton.gov.uk](http://www.eastdunbarton.gov.uk)

Independent advice about any complaint can be obtained from:  
**Scottish Public Services Ombudsman**  
4 Melville Street, Edinburgh  
Telephone: 0800 377 7330  
Website: [www.spso.org.uk](http://www.spso.org.uk)

# Interested tenants' list

We understand that not all areas of East Dunbartonshire have a tenants' and residents' association to represent that area and not everyone is available to attend or is willing to join an association. In recognition of this, and to ensure all East Dunbartonshire Council tenants have an opportunity to participate in a way that is suitable to them, we also have an interested tenants' list.

## What is an interested tenants' list?

It's a list of tenants who are interested in being occasionally consulted about housing and related services delivered to tenants of East Dunbartonshire Council. Tenants who have joined this list have let us know which ways they would like to be consulted:

- By post
- By telephone
- By email
- By attending meetings

Some people are happy to participate in all these ways, while others have indicated only one or two methods. No matter how you would like to become involved we will support and assist you to achieve this.

## What's in it for you?

Tenant participation should lead to better services for tenants. Becoming involved ensures you have an opportunity to influence changes to housing services by letting us know your views.

## What's in it for us?

We want to provide our tenants with a high-quality housing service and listening to your views helps us to achieve this. For information on joining the Interested Tenants' List, please contact :

**The Tenant Participation Team  
East Dunbartonshire Council  
Housing Services  
William Patrick Library  
2-4 West High Street  
Kirkintilloch  
G66 1AD**

**Tel: 0141 777 3171  
Email: [tenantparticipation@eastdunbarton.gov.uk](mailto:tenantparticipation@eastdunbarton.gov.uk)**



## A service for Council & Housing Association tenants

### Do You Need

- a small repair carried out
- a free reliable service

### Care & Repair can provide!

- repairs or home safety advice
- professional friendly staff

### Landlord can't help?

This service is for tenants living in East Dunbartonshire aged over 70 or 60 years with a disability or long-term illness. The service carries out and advises on small repairs that do not form part of the landlord's responsibility. Customers pay for materials at cost only.

### Contact us

**tel: 0300 123 4510**

**Email: [customerservices@eastdunbarton.gov.uk](mailto:customerservices@eastdunbarton.gov.uk)**

The Tenants Support Service is provided by Care & Repair in East Dunbartonshire, a service managed by East Dunbartonshire Council and funded by the Scottish Governments 'Change Fund'.

### Other Formats

This document can be provided in large print, Braille or in audio format and can be translated into other community languages. Please contact the Council on 0300 123 4510

0300 123 4510

0300 123 4510

0300 123 4510

0300 123 4510

0300 123 4510

Join your Council's fight against

# FRAUD Report it!

6'0"

5'6"

5'0"

4'6"

4'0"

3'6"

3'0"

2'6"

Jean -  
Off sick,  
getting sick pay, but  
working in another  
job

Tommy -  
Uses his mum's  
blue badge

Someone you  
know?

Jim -  
Lied to the  
Council to get a  
Council house

Margo -  
Not paying full  
Council Tax -  
she lied to the  
Council

## It's not right, it's not fair and it's you who pays!

**Report it:**

online at [www.eastdunbarton.gov.uk/reportfraud](http://www.eastdunbarton.gov.uk/reportfraud) by emailing [fraud@eastdunbarton.gov.uk](mailto:fraud@eastdunbarton.gov.uk)  
by calling 0300 123 4510 (Mon-Fri 9am-5pm). All calls are strictly confidential.



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**East Dunbartonshire Council**

[www.eastdunbarton.gov.uk](http://www.eastdunbarton.gov.uk)