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Taking Part

Tenant Participation

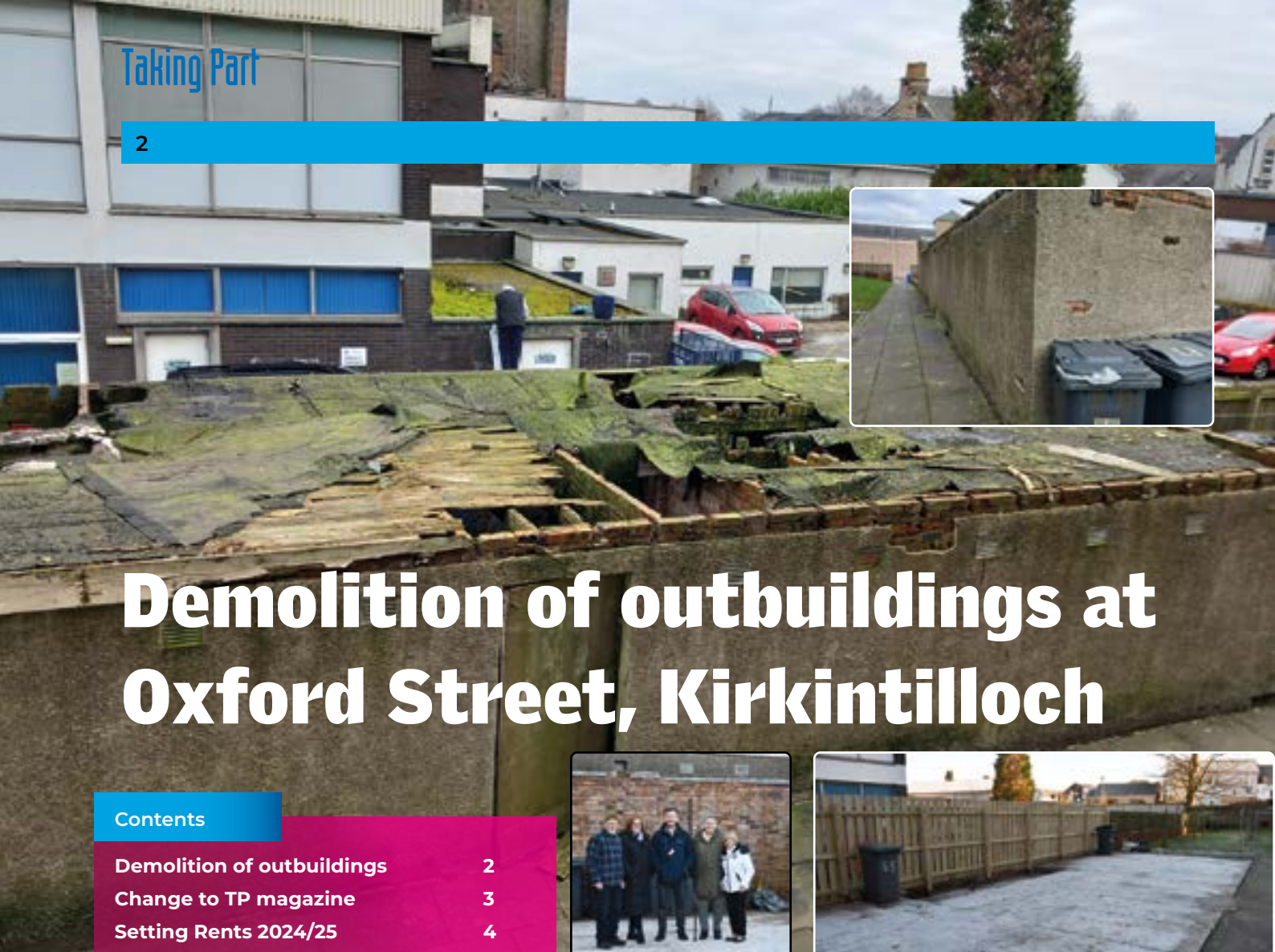
Issue 61 — April 2024

Newsletter



Demolition of outbuildings at Oxford Street, Kirkintilloch

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



Demolition of outbuildings at Oxford Street, Kirkintilloch

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The Private Sector Team was contacted by a concerned resident of the Oxford Street mixed tenure block in Kirkintilloch. The resident was concerned as the door to the outbuildings at the rear of the block was lying open and children were playing inside. The building was initially made secure. It was then decided that due to its overall poor condition that having it demolished might be the best way forward.

A survey was carried out by East Dunbartonshire Council's Building Standards team who found that when the door was secure on the outbuildings and it couldn't be accessed, the building was safe – despite being an eyesore. However, the survey stated that the building was completely unusable in its current condition and that demolition should be carried out at a future date as repairs would be unlikely due to the condition.

Mandates were sent to all residents in the block. Once a majority were returned in favour of the building being demolished, a tender exercise was carried out and Damada Group won the contract. Due to the outbuildings sharing a wall with a sub-station, Scottish Power had to be consulted and notified so that they could be on site for the duration of the demolition.

The work was scheduled to begin on December 11 and was expected to take four days, however, due to the amount of hand demolition required it ran slightly over the estimated time. From the start of works until the new fence being erected, the work took just over a week.

The area now looks much improved and the demolition has taken away a potential hazard to residents and their children. The residents of Oxford St have expressed their delight in the work carried out and the result.



Taking Part Newsletter

For many years this newsletter has been produced, printed and posted to all our tenants three times a year. We intend to continue to produce the newsletter for our tenants, however it has been decided that future issues of Taking Part newsletter will be only published on the Council's website at www.eastdunbarton.gov.uk and no longer issued as a magazine.

The reasons for this decision are three-fold: most people generally prefer to access information digitally now; we are mindful of the environmental impact of printing and posting the newsletter to thousands of tenants and, finally, the associated costs associated of printing and posting a physical magazine.

Taking Part newsletters will continue to provide the same information as before. We will keep you updated with service changes, new initiatives and news on new build homes. We will also continue to share details on how to make contact with us and make payments as well as provide information on how to get involved in Tenant Participation activities.

We have been producing a digital version of our newsletter for a number of years, in addition to issuing the paper copies, so we anticipate a smooth transition to a digital only version.

Moving forward, we will remind tenants when

each newsletter is published on our website by sharing a link on the Council's social media platforms which include Facebook, Twitter, LinkedIn and Instagram.

We will also send an email with a direct weblink to the newsletter to all our tenants who have provided their email addresses. If you haven't already provided us with your email address, or if you are unsure if we have this, then please send us your email address to tenantparticipation@eastdunbarton.gov.uk and please also include your name and address so we can update our records.

If you still prefer to receive a paper copy of the newsletter, then please let us know by contacting the Tenant Participation team at tenantparticipation@eastdunbarton.gov.uk or by telephoning **0141 777 3171**. Please note that the future newsletters will no longer be glossy, coloured magazines but available only in black and white non-glossy format.

 Scottish Government
Rèiseal Ghobhannais na h-Èireann
gobhannais

**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

Setting rents for 2024/25

The Council has now agreed an annual rent increase of 4.8% for 2024/25. This increase was agreed following a consultation sent out to all tenants and a further consultation with the Tenant Participation Working Group (TPWG).



In the last edition of Taking Part, the Council included a Consultation on Rents questionnaire. This asked tenants' views on rents and gave tenants an opportunity to let the Housing service know of anything they felt should be taken into consideration when reviewing rent amounts.

At the TPWG meeting of 25 January 2024, Jamie Robertson,

Executive Officer, provided a summary of the responses received from the consultation, before going on to summarise the services that EDC rents pay for. Finally, Jamie informed that this would need to be balanced in line with the Council's business plan to ensure that investment continues to be made in tenants' homes.

Having taken on board all the feedback received and ensuring that the Council

remains on track to meet the Scottish Housing Quality Standard, Jamie entered into discussion with TPWG members to agree on a rent increase for 2024/25.

Following discussions with tenants, a recommendation for a rent increase of 4.8% was presented for Council's consideration and this was approved at a Special Council meeting on 22 February 2024. Based on 2023 forecasts, this increase

is well below the CPI plus 1% business planning formula, which was agreed with tenants the prior year.



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



Consultation Responses

In total, 5.25% of tenants responded to the consultation questionnaire that was sent out to all 3,775 tenants and responses were received from all areas throughout East Dunbartonshire. The Housing service would like to thank the tenants who took the time to complete and return the questionnaire. The three pie charts below show the responses received to the rent setting questions.

In addition to the rent setting questions, the Housing service also gave tenants an opportunity to comment on what should be taken into account when setting rents. These comments have also been taken into consideration. In addition, a note has been taken of all the other general comments received. These will be used to assist in providing a better service for all of our tenants. Many thanks for all comments and contributions. All the responses received are greatly appreciated - both the good areas of service provided and highlighting areas where we can do better.

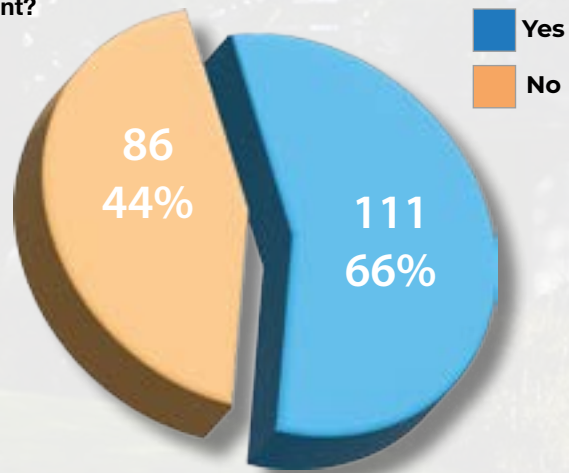
During this consultation, we continued the option for tenants to complete the questionnaire online via a mobile device by scanning a QR code which took tenants directly to the questionnaire. All those tenants who responded and provided contact details were automatically entered into a prize draw for three shopping vouchers. Congratulations to the three tenants from Kirkintilloch, Bishopbriggs and Milngavie who won the prizes.

Tenants are reminded that it is your responsibility to ensure that your rent is paid on time. If for any reason you are experiencing difficulties in paying your rent, please get in touch with your local Housing Officer (Rents) for advice and support.

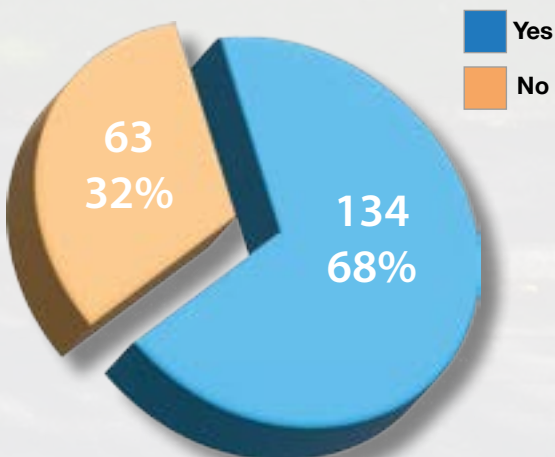
The following three charts show the responses received from 5.25% of our tenants (198) who responded to the December 2023 Consultation on the Rents Survey.



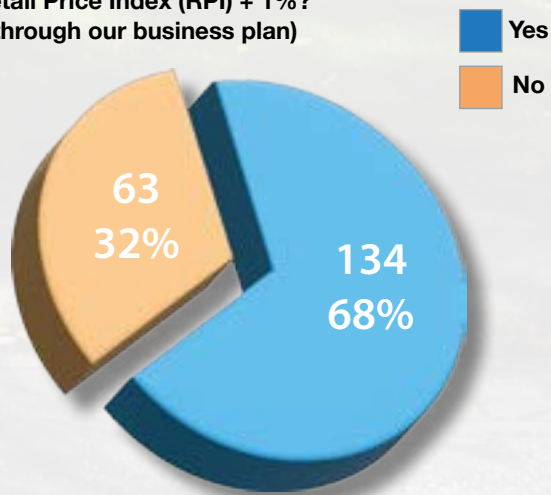
Based on the overall quality of your home and the services you receive/are available from the Housing Service, do you think you receive 'value for money' for your rent?



Do you think that current rents charged by East Dunbartonshire Council are fair?



Do you agree with our policy of setting rents, most years, at the Retail Price Index (RPI) + 1%? (agreed through our business plan)



How are services performing?

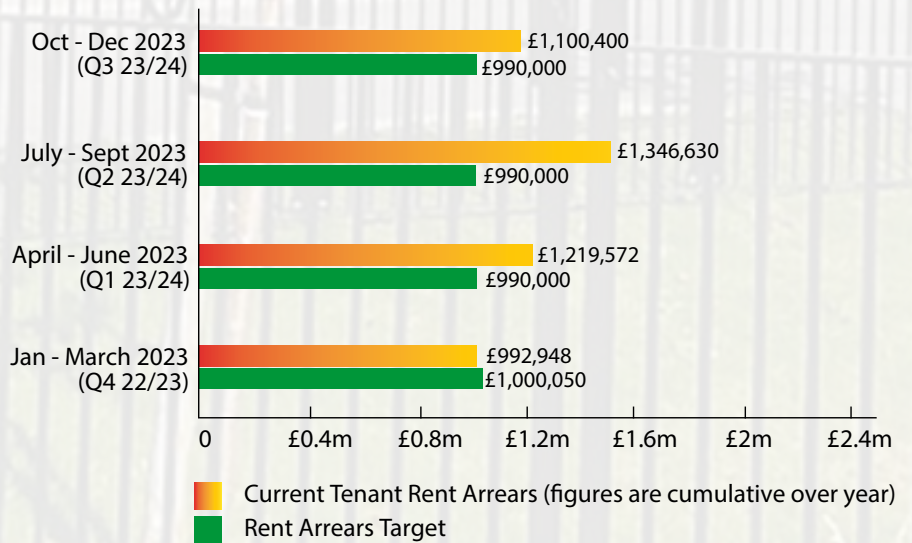
The tables and charts below give details of performance against key housing and property maintenance activities for each quarter.

Tenant Rent Arrears

The maximisation of rental income and pursuit of rent arrears continues to be a priority for the Housing Service and rent arrears are significantly down on the same period of 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. This includes the serving of Notice of Proceedings, which are a pre court requirement, as well as 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 per quarter



* Q3 (Oct-Dec) includes 1st week in January 2024 (week 40) which gives a truer reflection of arrears at that stage.

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



Rent Loss

During all quarters, void rent loss has shown over target. The Housing Service continues to ensure properties are returned fit to let as quickly as possible. Reducing Void Rent Loss figures remains a priority to improve service delivery and to meet target timescales.

Quarter	Quarter Targets	Actual Quarter Total	Year to Date Target	Actual Year to Date Total
Oct – December (Q3 2023/24)	£32,500	£60,393.01	£97,500	£131,876.49
July – September (Q2 2023/24)	£32,500	£71,483.48	£65,000	£128,539.27
April – June (Q1 2023/24)	£32,500	£57,055.79	£32,500	£57,055.79
Jan – March 2023 (Q4 2022/23)	£32,500	£39,520.97	£130,000	£160,699.79

Table 1: Void Rent Loss

Void Property Turn Around

During Q3 (October to December), re-let times increased due to the number of long-term void properties being returned to Housing as fit for let for allocation. This was also the case during Q1 (April to June) however Q2

(July to September) shows an improvement due to successful period in August. At the end of last financial year 2022-23, the overall figure including all 4 quarters was over target.

Going forward, regular monthly monitoring and established procedures will continue to be followed to endeavour to meet target timescales.

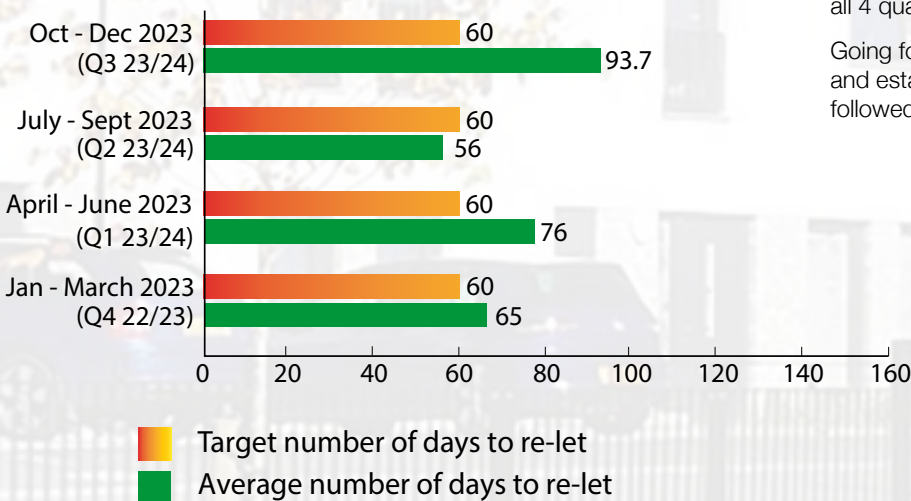


Chart 2: Average number of days to re-let properties per quarter:

Property Maintenance

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



Chart 3: Percentage of void properties returned during each quarter:

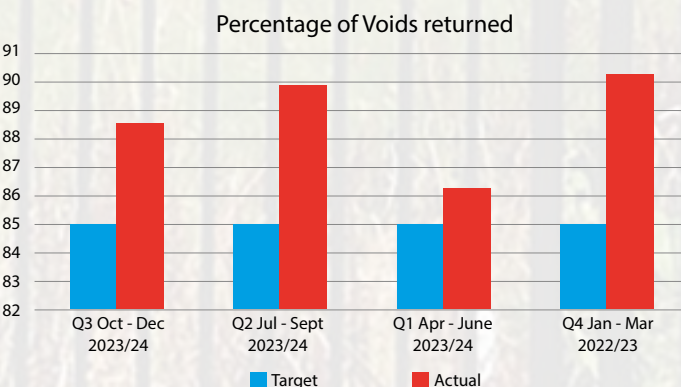
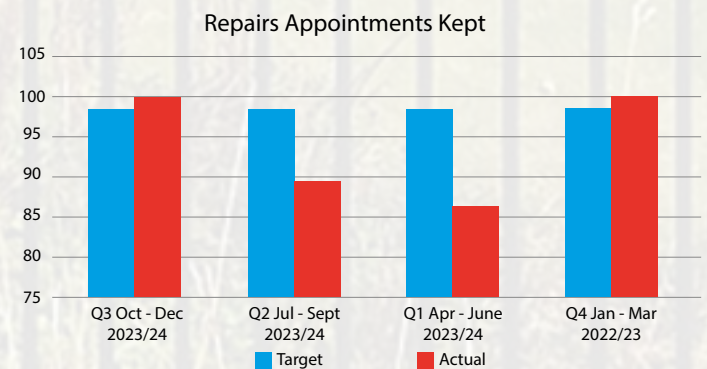


Chart 4: Repairs appointments kept during each quarter:



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

Property Maintenance

Chart 5: Emergency repairs carried out during each quarter:

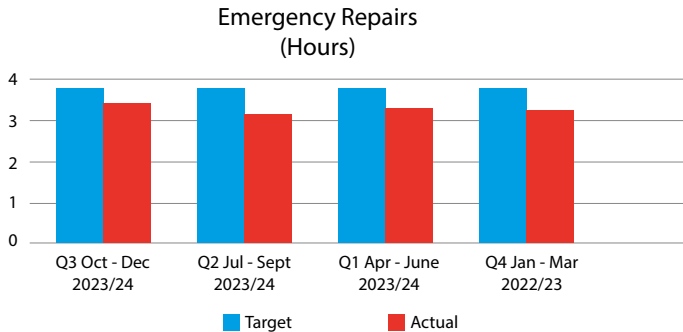
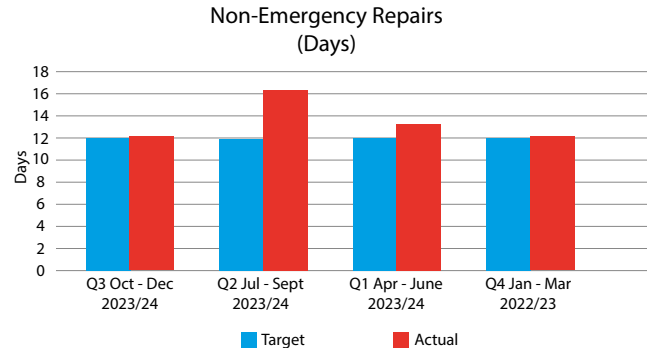


Chart 6: Non-emergency repairs carried out during each quarter:



Company No: SC232542 (limited by guarantee) Scottish Charity No: SC023348

Struggling to pay your bills and require help?

Get advice on the council tax reduction scheme and get a free income maximisation check

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How can I get a discount on my Council Tax bill?

There are circumstances in which you may be entitled to a discount or exemption on the amount of Council Tax due. Whether you are a homeowner or tenant, you can apply to the council for a discount.

Contact East Dunbartonshire Council on 0300 123 4510 or visit www.eastdunbarton.gov.uk/

Discounts may be available if you are the only adult aged 18 or over in the property, or any of the following:

- Single occupancy
- Apprentices
- Paid and unpaid care workers
- Low income or certain benefits
- Full time students
- People who are resident in hospital or care/nursing home
- Mentally impaired and receiving benefit (some exemptions may apply in certain circumstances)

Citizens Advice can speak to creditors on your behalf, contact if you require any help or assistance:

✉ bureau@eastdunbartoncab.casonline.org.uk

🌐 <https://edcab.org>

📍 11 Alexandra Street, Kirkintilloch G66 1HB

📞 0141 775 3220



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

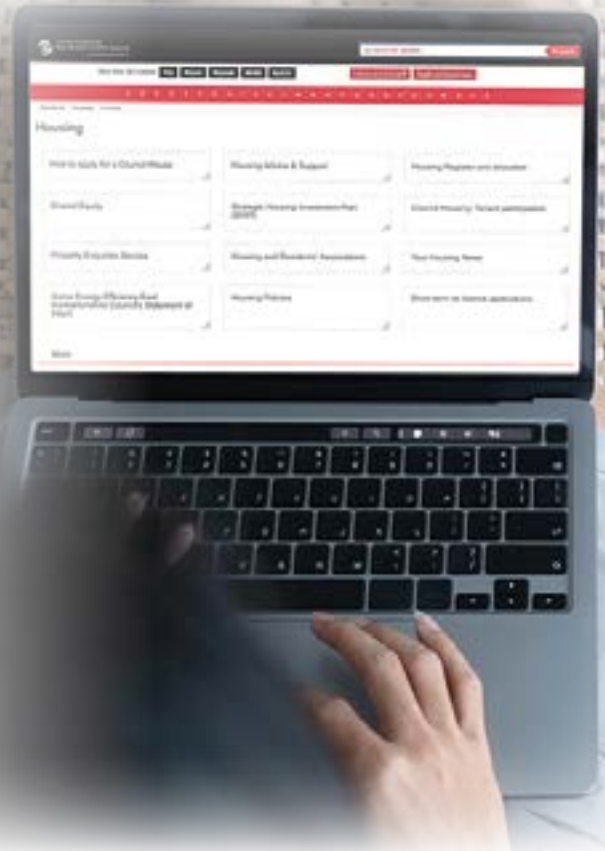
6 Post Office or Local PayPoint - (use your rent payment card at any Post Office or PayPoint location)

Integrated Housing Management System (IHMS)

2024 is an exciting year for the Council's Housing Service as we go live with the new integrated housing management system. The go live date was moved from September last year to allow for more thorough testing.

The team has successfully built a range of core modules into the system including Rents, Estates, Allocations, Housing Advice and Support Services. In addition to this, report and letter development is currently underway, alongside rigorous testing to ensure that the system fulfils the needs of the customer and the Service.

The project team has been working closely with the Housing Service to ensure that staff are fully trained and that the service delivered to customers remains at a high standard and provides a more efficient and streamlined service.



Any Day Lets and Terminations

The Council is planning to phase in its new Integrated Housing Management System (IHMS) during 2024/25. The new system, powered by NEC, will streamline processes and ensure the accurate day-to-day management of all housing matters including tenancy and rent account management.

Currently, all Council tenants' rent accounts start on a Monday and when a tenant leaves a property, the termination or rent account end date is a Sunday. In line with service improvement, the Council is introducing an '**Any Day Lets and Any Day Terminations**' procedure. This means that the processing of rents will change from weekly to daily.

The benefit to customers is the ability to have their rent account start date and end date on any day of a given week. For example, if a tenant receives keys to a new tenancy on a Wednesday, their rent account will start on the Wednesday.

The new streamlined process will save customers money, assist in reducing tenant rent arrears and void rent loss for the Housing service.





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](https://www.firescotland.gov.uk)



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FIRE AND RESCUE SERVICE
Working together for a safer Scotland



Fire can happen to anyone.

But it is our job to help make sure your home is as safe from fire as it can be. This is why we provide free Home Fire Safety Visits. Our staff can help you spot possible fire hazards, sort out a fire escape plan and provide information about smoke, heat and carbon monoxide alarms.

Get in touch with us, it's so easy to arrange.
A Home Fire Safety Visit might just save your life.



@SFRSYourSafety



Fact. Every hour of every day there's a house fire in Scotland.

Visits are easy to arrange.

A Home Fire Safety Visit can be organised at a time that suits you, day or night. The Service would also like community members to think about anyone they know who could be at risk from fire. It could be a friend, relative, or neighbour.

To book a free Home Fire Safety Visit for you, or for someone you know:

CALL 0800 0731 999
TEXT 'FIRE' TO 80800
or visit [firescotland.gov.uk](https://www.firescotland.gov.uk)

Always ask for official identification - all employees of the Scottish Fire and Rescue Service will be happy to produce this on request.



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FIRE AND RESCUE SERVICE

Working together for a safer Scotland

The Scrutineers



recommendations to improve services, will be made available at a future date.

East Dunbartonshire Council would like to thank the Scrutineers for taking the time to be part of the scrutiny process. Their findings and recommendations continue to be invaluable in helping to improve services delivered by Housing.

Further information on Tenant Scrutiny or Tenant Participation can be obtained from the Tenant Participation Team by telephoning **0141 777 3171** or by visiting the Council website at **www.eastdunbarton.gov.uk** or by emailing **tenantparticipation@eastdunbarton.gov.uk**

In Issue 59 of the Taking Part Newsletter we promoted an opportunity to become part of the Scrutineers and take part in scrutinising elements of the Housing Service. Following up on interest received, the Scrutineers met in November 2023.

At this meeting the Scrutineers were provided with a background to previous scrutiny activities, and the positive impact their recommendations have had on services delivered to tenants. A range of

service area options were highlighted as potential areas for the group to scrutinise.

The Scrutineers have since started meeting to review services and select a key area of Housing or Property Maintenance

to scrutinise. This will involve meetings to review how the choice of service is delivered by looking at policies and procedures and having meetings with the relevant team. A full report on their task, including



The Sheltered Housing Forum

The Sheltered Housing Forum is an opportunity for all tenants residing in the sheltered housing complexes managed by EDC to meet up and discuss any issues relating to their home and the complex they live in. The Forum was founded in 2007 but was suspended temporarily due to the Covid-19 pandemic and associated restrictions. It resumed in November 2023.

The forum met at Kilmardiny House, Bearsden, and had an agenda which included items on information and support available for those

diagnosed with cancer, general information on sheltered housing and an opportunity to engage with representatives from property maintenance and their local Housing Officer for individual issues.

The Forum meets four times per year. The next meeting is being held on Tuesday 7 May 2024 at 12.30pm in Park Road Sheltered Housing Complex.

The Sheltered Housing Forum is open to all tenants who reside in these complexes, and they are all welcome to attend.

Right to Repair

East Dunbartonshire Council currently operate the Right to Repair Scheme that provides a minimum standard of response times for certain types of repairs carried out by the Council.

If the qualifying repair is not carried out within the maximum timescale you may be entitled to a compensation payment.

Alternatively, the Council can appoint another contractor to carry out the repair.

The scheme covers certain repairs up to the value of **£350**. These are known as 'qualifying' repairs.



Qualifying repairs:



- Unsafe power or lighting sockets or electrical fittings
- Loss or part loss of electric power
- Loss or part loss of gas supply
- A blocked flue to an open fire or boiler
- External windows, doors or locks which are not secure
- Loss or part loss of space or water heating if no alternative heating is available
- Toilets which do not flush (if there is no other toilet in the house)
- Blocked or leaking foul drains, soil stacks or toilet pans (if there is no other toilet in the house)
- A blocked sink, bath or basin
- Loss or part loss of water supply
- Significant leaking or flooding from a water or heating pipe, tank or cistern
- Unsafe rotten timber flooring or stair treads
- Unsafe access to a path or step
- Loose or detached bannisters or handrails
- A broken mechanical extractor fan in a kitchen or bathroom which has no external window or door.

You will be advised when reporting the repair if the work qualifies under the Right to Repair scheme.

If you require further information about the repairs service please contact **0800 052 5574**.

Gas Servicing

East Dunbartonshire Council has an obligation to all of its tenants to ensure that gas heating systems and gas fires are maintained in a safe condition. A Gas Safety Inspection is programmed to be undertaken within 12 months of the previous inspection date.

This obligation is contained within Regulation 36 of the Gas Safety (Installation and Use) Regulations 1998.

It is vital for you, the tenant, to provide access to allow such inspections to be carried out, both to comply with legislation and for your own personal health and safety. You will be given reasonable notice prior to the inspection.

Under your Tenancy Agreement paragraph 5.12 the Council has the right to access your property during reasonable times of the day to carry out these inspections.

If you refuse the Council entry to your property, the Council can force access to carry out the annual gas service and you, the tenant, will be liable for the expenses and costs incurred.



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



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Are your details up-to-date?



Have you recently set a new email address, or have you changed your telephone number (home or mobile)?

If so, please keep your Housing Officer updated of any changes. Please also include any changes to your household by telephoning 0300 123 4510 or by emailing Housing@eastdunbarton.gov.uk

(if emailing please ensure to also include your full address).

UC Universal Credit

Important information to those receiving Universal Credit

As of 1 April 2024, East Dunbartonshire Council tenant's rents increased by 4.8%.

Any tenant in receipt of the housing element of Universal Credit must inform the Department of Work & Pensions (DWP) of the new rent charge / service charges on or after this date. Letters were issued to all tenants from 22 February 2024 to notify of the new rent and service charges.

Universal Credit claimants should check their journal on a daily basis from 1 April 2024 for a "to do" notification. Follow the instructions in your journal to enter your rent and service charges. When entering this information also select "4 rent free weeks". Please only update your "to do" notification and do not report it as a change of circumstances.

Tenant Checklist:

- Ensure you input the correct date of change
- You should complete the "confirm your Housing Costs" to-do, on the "date of change" of rent
- You must not use the "change of circumstances" to-do to report your annual rent change

If you are unsure of your new weekly rent charge, then please contact your local Housing Officer (Rents) by calling 0300 123 4510 or by emailing HousingRents@eastdunbarton.gov.uk

Failure to update the DWP will result in you not receiving the appropriate benefits for housing costs / service charges, which you may be entitled to.

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.



Get in touch with East Dunbartonshire Improving the Cancer Journey

0141 232 8256

eastdunicj@ggc.scot.nhs.uk

We're here to help everyone with cancer live life as fully as they can, providing physical, financial and emotional support. So whatever cancer throws your way, we're right there with you.

For information, support or just someone to talk to, call Macmillan Cancer Support on 0800 808 00 00 or visit macmillan.org.uk.

 Macmillan.org.uk

Macmillan Cancer Support, registered charity in England and Wales (207121), Scotland (SC238897) and the Isle of Man (504). Also operating in Northern Ireland.

WE'RE HERE FOR YOU

Living with cancer in East Dunbartonshire? The Improving the Cancer Journey service is here to support you.

In partnership with



**MACMILLAN
CANCER SUPPORT**



How can we help?

Cancer doesn't just affect your physical wellbeing, it can impact on every aspect of your life and the lives of those around you. But knowing where to turn for support isn't always easy.

If you are living in East Dunbartonshire and have been affected by cancer, our Improving the Cancer Journey service is here to help you live as well as possible.

We can meet with you to discuss your needs and help you access tailored information and support.

You can talk to us about how you feel, get help with money and housing worries or help at home – whatever matters most to you.

We will also be able to give you details of organisations who can provide support, or contact them on your behalf.

If you've recently been diagnosed with cancer you might already have received a letter about us. Don't worry if you did and decided not to get in touch at the time – if you want to find out how we can help now, just give us a call.

To get in touch with us or find out more about how we can help, contact 0141 232 8256 or eastdunicj@ggc.scot.nhs.uk

We also provide support for family members and carers.



A charge for Garden Waste Collections is coming

From Sunday 7 July 2024 East Dunbartonshire Council will charge for the collection of garden waste (your green bin).

The £50 a year charge will provide you with a permit that covers the entire season of green bin collections from March to November each year.

Free garden waste bin collections will run from March – July 2024 while we take steps to implement the new scheme.

Further updates on the new garden waste collection charges can be found at www.eastdunbarton.gov.uk/garden-waste-collection-charges

Or call Customer Services on 0300 123 4510.

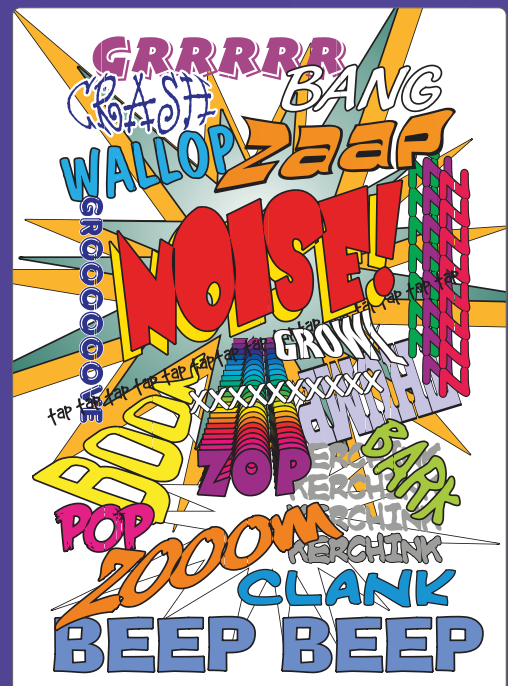


Antisocial Noise

Has your weekend been ruined by noise?

0300 123 4510

Email: antisocialbehaviour@eastdunbarton.gov.uk



Housing

Management Team



Ann Davie
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:

Housing Officers (Rents/Estates):

0300 123 4510

Email: Housing@eastdunbarton.gov.uk

Email: HousingRents@eastdunbarton.gov.uk

Housing Options/Homelessness Team:

0300 123 4510

Email: homelessness@eastdunbarton.gov.uk

Project 101:

0300 123 4510

Email: project101@eastdunbarton.gov.uk

Facebook: @Project101edc

Tenant Participation Team:

0300 123 4510 or 0141 777 3171

Email: tenantparticipation@eastdunbarton.gov.uk

Housing Repairs:

0800 052 5574

Email: customerservices@eastdunbarton.gov.uk

Housing Benefits:

0300 123 4510

Email: benefits@eastdunbarton.gov.uk

Council Tax:

0300 123 4510

Email: counciltax@eastdunbarton.gov.uk



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



My name is Helen Geel and I'm a Housing Officer within the rents team for East Dunbartonshire Council. I've been in this role for almost a year and a half now and I enjoy the work and my team. I was previously a nurse for 10 years working within various care homes. In my current role, I support tenants to ensure their rent is paid. This includes providing Universal Credit and Housing Benefit claims for their housing costs and maximising rental income. As a team, we work closely with the other services including Housing Estates, Homelessness, Revenues & Benefits, Right There (Housing Support), Citizens Advice Bureau and with the Job Centres.

What do you like most about your job?

The thing I enjoy most about my role is that I can be there to give support and advice for tenants. Money is a taboo subject at times and often people don't like to talk about it, and this can end up

making things more complicated. I enjoy being able to talk with tenants and show them that we are here to help and get them the help that they need.

I enjoy working with the Housing team as they are very friendly and supportive.

What do you like least about your job?

As this is a whole new career for me. I do enjoy the challenge or learning new things and still have a lot to learn. It can be frustrating for clients waiting for benefits payments to come through, but for me, it really helps having supportive and knowledgeable co-workers as well as being able to work with the Job Centre to get answers or assistance for complicated queries.

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

As it is a smart working environment, we work in the office, out and about and also from home at times. We

use Microsoft Teams a lot for meetings and catch ups. One time when I was on our weekly team meeting my dog decided to try and jump on top of me on the call. My camera background was set to blur, so all you could see was me fighting myself and looked like I was wrestling off a ghost! Thanks for that, Bruno!

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

One person I would love to meet would be Louis Theroux. I think he would have so many interesting stories about the people and situations he has been in!

What's your favourite type of music?

I like a variety of music depending on my mood or what I am doing. I like to listen to rock/metal covers of other songs, including some Disney songs! My favourite bands include Fall Out Boy, Slipknot, Blink-182, the Used and I do love a bit of Billy Joel or Roy Orbison too.

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

I have lived in South Africa, Republic of Ireland and Scotland so far. I think if I could, I would live in either Australia or

Focus on a member of staff

New Zealand. I miss being able to be call up friends and invite them for a last-minute braai (barbeque) on a weeknight as it would be sunny and warm! Not often we can do that in Scotland with out four seasons in one day!

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

I'd miss my phone for music and also the gym. These two things help me every day. I find that weight training helps me massively with my mental health and focus, as long as I've got the right playlist on the go!

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

As a hobby baker, I would love to own a bakery making celebration cakes

and cupcakes and also making protein goodies! This year I am going to practice some protein cake and donut recipes to try out on my wrestling team!

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

I would love to be able to control time. Either slowing it down to enjoy the special moments with my children and family and speed up through the long boring days.



Quick fire round

1. Starter or dessert – **Both**
2. Reality TV or Drama – **Both**
4. Night owl or early bird – **Night Owl**
6. Pepsi or coke – **Coke zero**
7. Movie or documentary – **Documentary**
8. Corrie or Eastenders – **Neither**
9. Football or Rugby – **Wrestling**
10. Car or Bike – **Car**
11. Chips or Salad – **Chips**
12. Burger or Chicken – **Both – especially a spicy chicken burger**



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

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 for more information



Created by the East Dunbartonshire Public, Service Users and Carer (PSUC) 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 Telephone: [0141 775 3220](tel:01417753220)

Office of the Public Guardian:
 Email: opg@scotcourts.gov.uk
 Telephone: [01324 678300](tel:01324678300)

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.



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 operates from Monday through to Thursday, from 10am until 3pm. Project 101 has been supporting numerous young people on a face-to-face and they are very much enjoying the social interaction and the help and resources they can access on these days.

Project 101 can help young people with accessing employment, building their CVs and centring them around specific jobs. Project 101 also sign post and help young people to access external agencies where necessary.

Project 101 also runs drop-in sessions on these days to assist young people with urgent issues. It can offer support with applying for benefits, grants, funding, and 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 are 1 of the 17 warm spaces in Kirkintilloch, which provide refreshments and some respite during the long winter for all young people aged 16-25 in East Dunbartonshire.

Project 101 and Supported living; has seen staff supporting young people who have moved into supported accommodation with regular contact and visits. It provides an opportunity to learn about tenancies, complete forms and set themselves up for independence. A lunch time cooking session has been exceedingly popular during this roll out too.

Project 101 Cooking Sessions, are proving hugely popular and being held on a Tuesday, Wednesday, and Thursday to keep up with demand! They are designed to be, not only be an enjoyable cooking session, but to help build skills and confidence in the kitchen. This includes knowledge on hygiene to food prep and cooking and also encourages and assists young people with budgeting and other key areas of tenancy sustainment. Many young people have benefitted from this so far. New cooking sessions intake will be in 2024. If you, or if you know anyone interested, get in touch in the ways listed below.

Young people can come for consecutive weeks or just for one off sessions. This allows the budding chefs to

maintain their commitments to much needed work, volunteering opportunities or other life commitments. They can return when it suits them to allow them to reap the benefits of the support.

The new block has seen a whole new revamp in the recipes which include burgers, chicken curry, toasties, a Mexican pancake stack and many other delicious options. All recipes can be replicated at home thanks to the handy cookbook that participants will receive.

Project 101 also have a vegetable patch where young people can learn to grow their own veg. They learn about cost effective ways to shop and cook with home grown produce. This links in with budgeting, healthy eating, and planning nutritious meals.

We also have positive relationships with our community businesses. We receive food donations from local supermarkets and shops, and DIY and home related products from our local B&Q store, all of which are passed on to our young people. Going forward, Project 101 will be looking to focus on health and wellbeing. We will be looking to access fitness classes for our young people. This links in with healthy eating, healthy body, healthy mind.

If you or you know of any young people who may benefit from this service, then get in touch as soon as possible.

You can contact Project 101 in the following ways:

Telephone number:

**0300 123 4510 –
07919092039**

**Email:Project101@
eastdunbarton.gov.uk**

**Facebook: @
Project101edc**

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

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 or if the weather is good... a much-needed cold drink and an ice cream. Individuals from all over East Dunbartonshire come together to form a support network to aid each other to benefit from the lived experiences of others and the non-judgmental environment. We aim to help 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. Having this monthly group has helped many young people break the ice in this way.

Opening the conversation about mental health problems is so important. By talking about mental health, we can support ourselves and others.



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**



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East Dunbartonshire Council

www.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

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www.eastdunbarton.gov.uk

Community Safety

Antisocial behaviour
there's no excuse

0300 123 4510

Email: antisocialbehaviour@eastdunbarton.gov.uk

April 2024**MONDAY 8**

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

MONDAY 22

Young Tenants Meeting – 12pm, Project 101, 101 Townhead, Kirkintilloch

THURSDAY 25

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

FRIDAY 26

Scrutineers Meeting – 2pm, Hillhead Community Centre, Kirkintilloch

May 2024**TUESDAY 7**

Sheltered Housing Forum – 12.30pm. Park Rd Sheltered Complex, 44a Lennox Avenue, Milngavie

MONDAY 13

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

MONDAY 20

Young Tenants Meeting – 12pm, Project 101, 101 Townhead, Kirkintilloch

THURSDAY 30

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

THURSDAY 30

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

June 2024**FRIDAY 7**

Scrutineers Meeting – 2pm, Hillhead Community Centre, Kirkintilloch

MONDAY 10

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

MONDAY 17

Young Tenants Meeting – 12pm, Project 101, 101 Townhead, Kirkintilloch

Tenant Participation diary events

April 2024 - August 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 included in every Taking Part newsletter. If you require more information on any meeting or event shown, please contact the Tenant Participation team on **0141 777 3171** or email tenantparticipation@eastdunbarton.gov.uk

**July** 2024**WEDNESDAY 3**

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

August 2024**FRIDAY 9 AUGUST**

Scrutineers Meeting – 2pm, Hillhead Community Centre, Kirkintilloch

TUESDAY 13

Sheltered Housing Forum – 12.30pm. Park Rd Sheltered Complex, 44a Lennox Avenue, Milngavie

MONDAY 19

Young Tenants Meeting – 12pm, Project 101, 101 Townhead, Kirkintilloch

THURSDAY 29

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

THURSDAY 29

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

September 2024

Date for Your Diary!

This year's annual Tenant Event will be held on **Wednesday 25 September 2024** at **Kilmardinny House Arts Centre, Bearsden**. Look out for information on workshops and how to attend the event in the next issue of Taking Part.

Keep yourself safe from Asbestos



When is asbestos dangerous?

The presence of ACMs in your home does not necessarily pose a risk. If the ACM is encapsulated (sealed) and is in good condition then it will not be a problem unless the sealant is damaged – asbestos becomes dangerous when fibres are released into the air. The most common disturbance of asbestos results from DIY.

In order to ensure your safety when carrying out any DIY, please follow the guidelines below:

- **DO NOT** drill a hole through any asbestos boards
- **DO NOT** cut or break off any parts of asbestos products
- **DO NOT** rub down asbestos panels or Artex with sandpaper
- **DO NOT** use wallpaper scrapers on asbestos products
- **DO NOT** remove asbestos panels to gain access to services
- **DO NOT** cut any asbestos products with asbestos products with a hammer.

If you are unsure if a product contains asbestos **DO NOT** carry out any works until you have contacted us for further advice.

What does East Dunbartonshire Council - do about asbestos?

We work closely with Asbestos Survey specialists and removal contractors to identify and manage the risk of ACMs. This is to ensure that all known asbestos containing materials are either removed, or effectively managed, to reduce the risk to its lowest practical level.

EDC specialist contractors carry out a refurbishment survey when a property becomes void and management survey or bulk sample on our housing stock and hold an Asbestos Register of all the results.

or major upgrade work, this register is checked by our staff and contractors. If no information is held, an appropriate asbestos survey will be carried out before any work is allowed to proceed. If a positive sample is generated and works is required to an area, then the safe removal of the asbestos will be instructed and carried out by trained, licensed personnel.

If you think your home may contain asbestos, contact us immediately and EDC will arrange to carry out an appropriate asbestos survey.

If asbestos containing materials are found, they may be removed; however this can be a disruptive process. If materials are found to be in good condition and do not pose an immediate danger we would recommend that they are managed rather than removed.



Where is asbestos found?

Asbestos fibres may be found in the following materials:

- Floor tiles (vinyl or thermoplastic tiles)
- Wall and ceiling boards
- Artex (textured) ceiling finishes
- Sprayed coatings to steelwork
- Lagging around pipework and hot water cylinders
- Water tanks, lining boards
- Inside electrical distribution boards and fuses
- Bath panels

Asbestos containing materials (ACMs) may also be found elsewhere, therefore please contact us if you are in any doubt about the presence of asbestos in your home.

What is asbestos?

Asbestos is a naturally occurring fibrous material that became a popular additive to building materials to increase performance in the 1950s. It was commonly used as an insulator and has good fire protection properties. Asbestos is most likely to be found in homes built between the 1950s and the early 1980s. Asbestos has been banned since November 1999 because it can pose a danger to health. Properties built after the year 2000 should not contain asbestos products anywhere in the building.

For further advice on asbestos please contact us on 0300 123 4510. Alternatively information regarding asbestos can be found at: Health & Safety Executive: www.hse.gov.uk The Council is currently updating its Asbestos Policy & Procedure document and following committee approval, this will be found on the Council's website.

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
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: **HousingRents@eastdunbarton.gov.uk**

Visit: **www.eastdunbarton.gov.uk/payments**



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www.eastdunbarton.gov.uk

Housing Services



Environmental Health

Improving & protecting public health

0300 123 4510

Email: environmental.health@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
- 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

Independent advice about any complaint can be obtained from:
Scottish Public Services Ombudsman
4 Melville Street, Edinburgh
Telephone: 0800 377 7330
Website: www.spsso.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



Care & Repair
East Dunbartonshire

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

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

Tel: 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 by emailing fraud@eastdunbarton.gov.uk
by calling 0300 123 4510 (Mon-Fri 9am-5pm). All calls are strictly confidential.



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