

Taking Part

Your online housing magazine

Tenant Participation Newsletter - Issue 64

Save the date
Meet the Services Event
Kirkintilloch,
on April 24

Housing News

Quality affordable homes par for the course at Bearsden Golf Course

The second phase of the new affordable housing development built on land previously part of Bearsden Golf Club has been received by the Council. The homes are part of the Thorn View development in Bearsden which is being delivered by Robertson Homes Ltd.

As part of planning conditions for the wider housing development, a total of 20 new affordable homes are being provided to the Council over several phases. The latest phase provides four cottage flats with two being suitable for wheelchair users. This follows the first phase of eight



homes which welcomed the first tenants last September. The remaining phases are due to be completed by March 2025 and will include a range of one, two and three bedroom cottage flats and houses for social rent.

The development was made possible through the allocation of grant funding from the Scottish Government's Affordable Housing Supply Programme.



New Young Tenants Group

The young tenants and residents of East Dunbartonshire have been working alongside the Tenant Participation Officer and Project 101 to form a brand new young tenants group.

The group all met in early February, agreed a constitution, voted in the committee and the Young Tenants & Residents Association was officially formed. The group is now working hard to raise awareness and address common and wider issues that young people can have.

The aim of the group is for the members to get more involved in their community and build positive relationships both in and outwith the group. The young people involved are enjoying the increased confidence that comes from having a voice within their community.

If you would just like to find out more information, you can visit the dedicated page on our [website](#).

Rents for year ahead confirmed

Tenants rent will increase by 4% from April 2025. Tenants in receipt of Universal Credit (UC) must use their UC Journal to update their new rent amount which is detailed in the notice letter issued.

It is the responsibility of the Tenant 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.





Tenant Participation diary

Our Tenants' and Residents' groups meet up on a regular basis to discuss issues and initiatives affecting their communities.

[If you are interested in going along, check out our online calendar for Tenants' and Residents' groups for details of our upcoming meetings.](#)



Allocations Policy Update

The Policy Team is currently undertaking a review of the Housing Allocations Policy. The Policy underwent a compliance review in 2019 due to changes in legislation and is now due for a full review.

Five workshops have taken place over the last six months as part of our project plan to review the policy. We have engaged with stakeholders including interested tenants, applicants and other council services. Policy work will continue and the Policy Team will compile findings in a report which will be published once the review process is complete.

The next steps of the review will be a full public consultation on any changes to the current policy. The consultation will be open from Monday 12 May until Friday 11 July to allow for a full review and feedback. Details of how to access the consultation will be made available nearer the time.

Are you a Council tenant interested in setting up a Tenants' & Residents' Association?

Take a look at what being in a Tenants & Residents Association can do for you and your community.

[Find out information on how to set up a Tenants' and Residents' Association.](#)

Useful Contact information

Need to get in contact with your housing officer? Want to report an emergency repair? Looking for the latest advice on bogus callers or scams? [Useful contact information for tenants.](#)

The Council's Housing Revenue and Capital Budget was agreed a Council Budget meeting on March 6.



The Housing Capital Investment Plan has been developed with two priorities; to improve the energy efficiency and quality of the existing housing stock, and to increase the supply of affordable housing throughout the area.

The Housing Services expenditure budget for 2025/26 is estimated at £16.706 million while the Housing Capital budget includes investment of just under £8 million across the existing estate. An allocation of £15.375 million to the affordable housing investment programme was agreed. The budget also includes investment of a further £4 million for the purchase of properties from the open market

Plans were outlined that will see over 300 new properties progressing through development across nine locations right across the area.



Project 101 have moved!!!

From April 2025 we are now located at 5 Dalrymple Court, Kirkintilloch. Our new facilities boast a number of positive changes in comparison to our previous home. A lot of the changes were implemented following discussion with the Young Tenants & Residents Group, as it is our young tenants who benefit from the services Project 101 provides!

Project 101 is a youth housing information and advice service covering all of East Dunbartonshire. It provides information, advice and signposting to young people aged from 14 to 25 years old who are experiencing housing or homelessness issues.

To find out more about the services we provide. Visit the dedicated page - [Project 101 - East Dunbartonshire Council.](#)

Project 101 operates Monday to Thursday, from 10am until 3pm. We run drop-in sessions on these days to assist any young person with urgent issues.

You can contact Project 101 in the following ways:
Telephone number: 0300 123 4510 or 07919092039
Email: Project101@eastdunbarton.gov.uk
Facebook: @Project101edc
In Person: 5 Dalrymple Court, Kirkintilloch, G66 3A

GOING THROUGH A STORM OR JUST BEEN THROUGH ONE?

ANDYSMANCLUB are talking groups for men to **HELP YOU** through those storms.



FIND OUT MORE info@andysmanclub.co.uk
www.andysmanclub.co.uk

#ITSOKAYTOTALK

In January, the ANDYSMANCLUB opened a new club at the Hillhead Community Centre in Kirkintilloch.

ANDYSMANCLUB is a men's suicide prevention charity, which offers free peer-to-peer support groups at venues across the United Kingdom and online. The aim of the charity is to end the stigma surrounding men's mental health and help men through the power of conversation.

The club is on every Monday, except bank holidays, between 7pm and 9pm at Hillhead Community Centre, 169 Meiklehill Road, Kirkintilloch, G66 2JT.

The club provides a safe, confidential space to talk openly and freely about you and how you are feeling. It is open to any man over the age of 18. Find out more by clicking [HERE](#).



Tenants get down to business at The Rowans

A new tenants group has been launched at The Rowans sheltered housing complex in Bishopbriggs.

The group met in late January, agreed a constitution, voted in the committee and The Rowans Tenants Association was officially formed.

Tenants have been working alongside the Tenant Participation Officer to look at opportunities to be more involved in their community and improving social activities at the complex. They have also been doing their part to improve on the area and

addressing issues within the complex.

As with other groups, they also have representation at the Tenants Participation Working Group (TPWG). The new group is a welcome addition to the Tenants & Residents Association (T&RA) groups in East Dunbartonshire and marks an expansion in tenant involvement.

If you are interested in setting up a Tenants & Residents Association within your area or if you would just like to find out more about what they do, you can visit the dedicated page on our [website](#).

Changes to grey bin collections

The frequency of general waste bin collections in East Dunbartonshire is changing.

From Sunday 30 March 2025 grey bins will be collected every three weeks.



A change to general waste collection is coming.

30 MARCH 2025

Stay up to date with information and updates on road closures in East Dunbartonshire. Get the latest on the roads affected and estimated duration of road closures.

Get road closures and roadworks updates - [East Dunbartonshire Council](#)

The change is part of the Council's budget 2024/25 which was approved in March 2024 and brings the Council in line with the majority of Scottish local authorities.

It aims to encourage more recycling, reduce what is sent to landfill and reduce operating costs against the backdrop of continuing financial challenges facing local authorities.

Collection frequency for recycling and garden waste will remain unchanged at two-weekly, and food waste will remain weekly.

A list of Frequently Asked Questions has been prepared and can be found on the [Changes to General \(grey\) bin collections](#) webpage.

As a result of the change, there will be changes to our bin routes which means your collection

day may change. New routes are available on the website. A list of street names and new collection dates will also be printed into booklets available to view at any of our Community Hubs.

To help manage their waste, residents can request [additional recycling bins online](#) or by contacting Customer Services on **0300 123 4510**.



We Are With You

We Are With You is a drug, alcohol and mental health charity which provides advice and support.

Young Person's Service

Our Young Person's service was established in East Dunbartonshire in 2018 and has grown steadily to meet the support needs of young people aged 11 to 25 years who are struggling with substance misuse and mental health issues. We have three substance misuse workers and one CBT Therapist.

Young people can work with the CBT Therapist in addition to the support they receive from the substance misuse worker and this dual approach has proved extremely successful. We receive referrals from Social Work, Addiction Teams, Justice Services, Health, Education and the young people themselves. We focus on building positive relationships. The trauma principles of Safety, Trust, Choice, Collaboration and Empowerment are embedded within our service. Recovery plans are developed in partnership with the young people, and they choose their own goals and outcomes. Our aim is to help them to reach their full potential.

Family Service

Our family service was established in 2013 and works with families to help them to deal with the

impact of parental substance misuse. We support families with children up to the age of 12, although in some cases families with older children will be considered. We also work with "concerned others" i.e. parents or caregivers who themselves do not have an issue with substance misuse but the substance misuse of a partner or family member has impacted on their children. We offer a mixture of interventions including relapse prevention, harm reduction, parenting, managing anxiety and depression and lots of emotional support. We can also help with practical support and accompany clients to appointments e.g. health, child protection, housing etc. We work with families for extended periods and only close cases when families no longer require our support.

ARBD (Alcohol-related brain damage)

Referrals come from Social Work and the majority of clients in this service have been diagnosed with alcohol related brain damage. We run a weekly lunch club in Hillhead Community Centre where attendees enjoy games of dominos, music, lunch and chatting with their peers. We also keep in touch with family members, social workers and other support services. When clients do not wish to attend the lunch club we can arrange home visits. The majority of these clients are socially isolated and their visit to the lunch club can be their only chance to get out of the house all week. For more information, you can visit the charity's [website](#) or call 07760 755735



East Dunbartonshire residents are invited to our health and social care Community Connections: Meet The Services

event at Kirkintilloch Baptist Church Thursday 24 April 2025 11am - 4pm.

Enjoy a cuppa, learn more about local services and meet the staff.

Turn over to see all the services who'll be there.

We can answer your questions and signpost you to the right support.

Drop in or click the link/ use the QR code to get in touch.



<https://forms.office.com/e/3rEZISFeuP>

Electrical Installation Condition Report Inspections



East Dunbartonshire Council operates a programme of works to carry out Electrical Installation Condition Report (EICR) Inspections of properties in our area. It is a legislative requirement for all Social Landlords to carry out an inspection on properties, every five years. We work in partnership with a contractor, MP Group to carry out the inspections.

What Happens:

- East Dunbartonshire Council will write to you, to advise you to contact MP Group, as your property will be due an Inspection.
- MP Group will schedule you an appointment for an Inspector to visit your home to carry out an inspection.
- MP Group Staff will visit your home wearing identification badges and visit on the scheduled date and time.
- Inspections will take around 45 minutes.
- These inspections are at no cost to the tenant.

If you receive a letter, it is important that you contact MP Group to schedule an appointment and allow access for the EICR Inspections to take place. If you do not respond to the



letter or allow access, you will be in breach of your tenancy agreement and East Dunbartonshire Council will seek legal action.

Should have any concerns, you can contact The Housing Investment Team or your Housing Officer at East Dunbartonshire Council on **0300 123 4510**.

How are services performing?

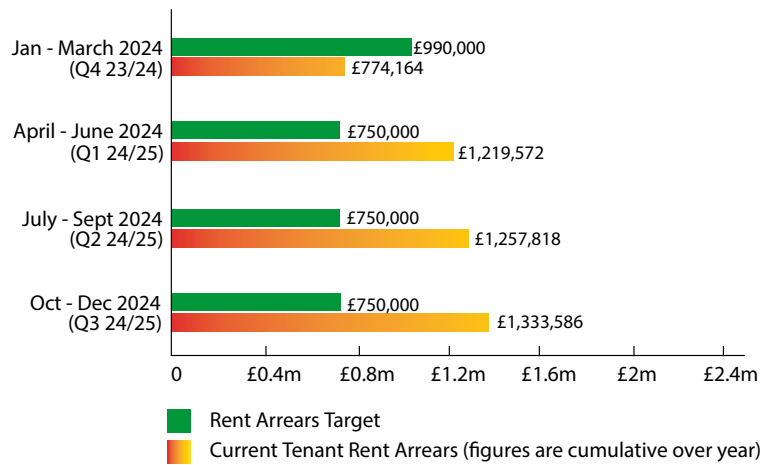
Tenant Rent Arrears

The maximisation of rental income and pursuit of rent arrears continues to be a priority for the Housing Service. Housing Officers continue to provide advice and support to all tenants who engage including giving pre tenancy advice provided to new tenants on rent charges. There is also weekly Housing Officer availability at Kirkintilloch Jobcentre on a Tuesday morning for tenants in receipt of Universal Credit.

Rent arrears escalation 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 per quarter



Rent Loss

The Housing Service continues to work closely with Property Maintenance to ensure properties are returned as fit to let as soon as possible. It is a priority to bring the rent loss figure down. The figure for Quarter 3 (October - December) has increased by just over £6200 compared to the previous Quarter 2 (June - September) and is shown in Table 1.

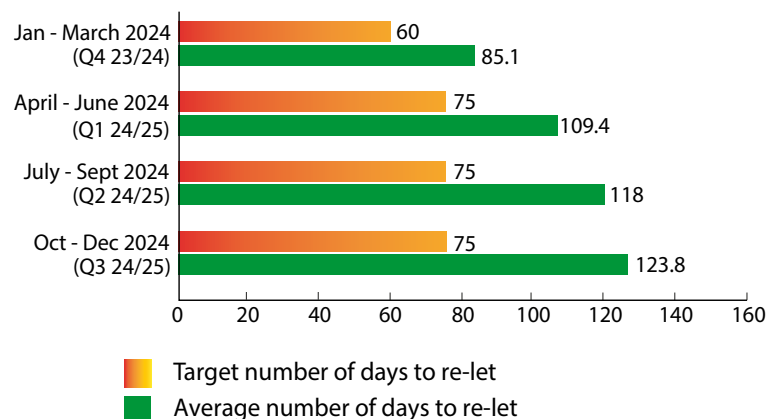
Table 1: Void Rent Loss:

Quarter	Quarter Targets	Actual Quarter Total	Year to Date Target	Actual Year to Date Total
Jan - March 2024 (Q4 2023/24)	£32,500	£47,387.52	£130,000	£236,319.80
April - June (Q1 2024/25)	£32,500	£89,581.44	£32,500	£89,581.44
July - September (Q2 2024/25)	£32,500	£74,638.23	£65,000	£164,219.67
Oct - December (Q3 2024/25)	£32,500	£68,358.85	£97,500	£232,578.52

Void Property Turn Around

Re-let times have increased due to the number of long-term voids being returned to Housing for allocation over the last three Quarters (April- October 2024). There has also been an increase in the number of buy-back properties added to the Council's housing stock which has contributed to an increase in void numbers and extended void turnaround times. The Housing and Void Teams are working closely and meet monthly to ensure off charge and long-term void properties are monitored closely, with the aim that all void properties are returned as fit to let as quickly as possible close to target times.

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.

During 2024/25, Property Maintenance has consistently achieved 100% Gas Safety Checks during each Quarter!



Repairs Categories Against Each Target

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

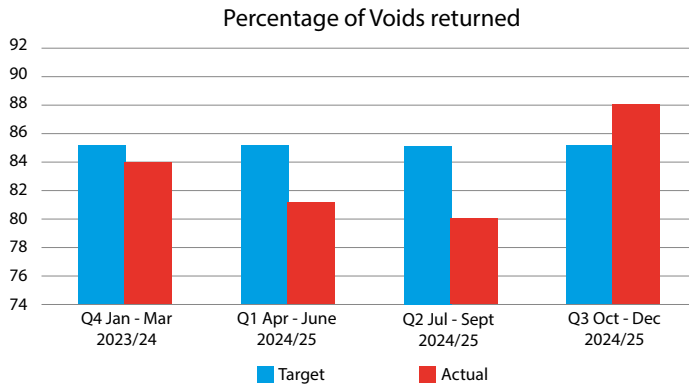


Chart 4: Repairs appointments kept during each quarter:

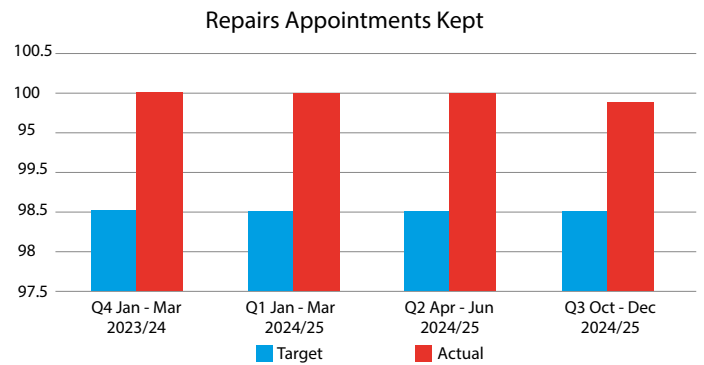


Chart 5: Emergency repairs carried out during each quarter:

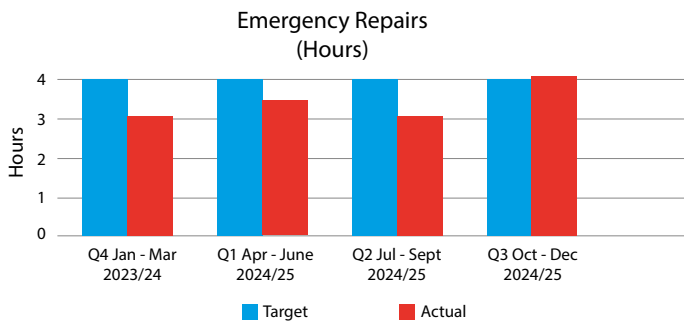
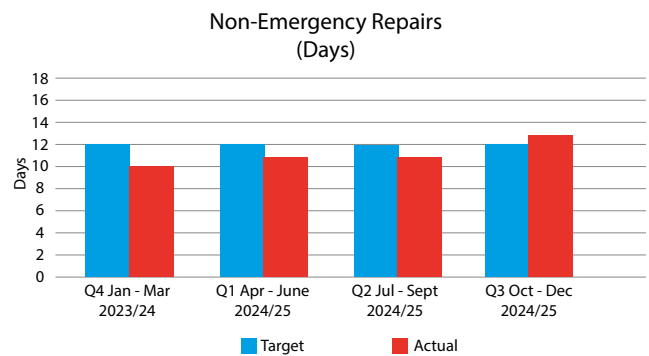


Chart 6: Non-emergency repairs carried out during each quarter:



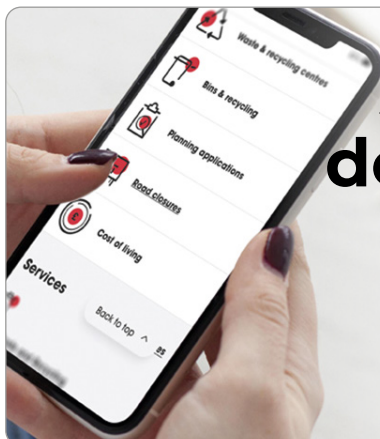
Care and Repair

The Care and Repair service offers free and practical advice and assistance for East Dunbartonshire residents aged 65 and over, or 60 and over with a disability or long term illness.

This support extends from carrying out minor repairs, through to assistance if you need an adaptation to your home.

There is no charge for labour or travel costs, you only pay for the cost of materials if any are supplied by the service.

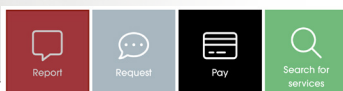
You can find out more about the Care and Repair Service by calling **0300 123 4510** or going to our dedicated [Care and repair webpage](#).



Save time, do it online!

Sign up to MyEDC today to pay for services, report issues, apply for grants and more using your computer or smartphone 24/7.

[Sign up to MyEDC](#)



We are looking for people to join our walking group in Torrance



Wednesdays 12pm
60 minutes
Leaving from Torrance Community Centre

If you would like more information
email john.kiernan@eastdunbarton.gov.uk or call 07766 798978