

Taking Part

Welcome to your online magazine

Council offices close at 5pm on Tues 24 Dec until 9am on Fri 3 Jan 2025.

Tenant Participation Newsletter - Issue 63

Council News

Stay local to snap up gorgeous Christmas gifts

If you are looking to fill your stockings with unusual and gorgeous gifts, the popular Christmas Art & Craft exhibition at Kirkintilloch's Auld Kirk Museum is always worth a look.

As always, this year's exhibition has an interesting selection of unique gifts with a focus on sustainability. A wide range of craft work from both local and national craft makers will be for sale including handmade jewellery, ceramics, soaps, candles, woodwork and textiles.

A selection of artists who exhibited during the year – including Denise Chateau-

Loney, Tom Wilson, Geoff Foord and the Kelvin artists - have been invited back to give visitors a second chance to enjoy their work.

The exhibition continues until Thursday 19 December and opening hours are Tuesday to Saturday from 10am-1pm and 2-5pm.

In addition, there will be a family friendly fun day on Saturday 14 December. Accompanied children are invited to come along and make Christmas decorations and cards and get a glitter tattoo. This event is free to drop into between 10am and 12pm and 2pm and 4pm. Tea and coffee will be provided.



New build affordable homes in Bearsden



The Council has taken ownership of the first phase of new affordable homes at Thorn View in Bearsden. The new development has been built on land which was previously part of Bearsden Golf Club and has been developed 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 three phases. The first phase – which comprises eight cottage flats – welcomed its first happy tenants in September.

The next two phases are due to be completed by March 2025 and will include a range of one, two and three-bedroomed cottage flats and houses. The homes will be provided for accessible and general needs housing for social rent.

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

Setting Rent Levels

All tenants are encouraged to give us their views when we are setting rent levels for the coming year. Tenants who have indicated they are willing to be contacted by email, please look out for a message in the coming weeks. A link to the consultation will be provided within these messages and the consultation end date. The consultation will also be advertised on the Council's social media platforms.

We will use the feedback gathered during the consultation to prepare a report for a meeting of the Council's Policy & Resources Committee in February 2025, at which Elected Members will decide the level of rent increase for Council tenants in the year 2025/26. We will then inform you what your new rent charge will be for 2025/26 at least four weeks in advance of any changes that may occur.





Tenant Participation diary events

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.](#)



Introducing Any Day Lets

Currently, all Council tenant rents accounts and tenancies start on a Monday and when a tenant leaves a property, the termination or rent account end date is a Sunday, following the 28-day notice period.

In line with service improvement, the Council has introduced an 'Any day lets and any day terminations' procedure. This means that the processing of rents and tenancy start and end dates have changed from weekly to daily.

For current tenants, this will not have any impact on you until your tenancy ends.

It is the tenant's responsibility to ensure that your rent is paid either weekly, or monthly by agreement only. Remember, if you are paying your rent weekly, then this is due by close of business on a Friday. If you choose to pay monthly, then it is recommended that you set up a direct debit. You can decide what works best for you and please speak to your Housing Officer if you need advice or are struggling to pay your rent.

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.](#)

Tenant participation



As a tenant, there are many ways to get involved. Our Register of Tenants Organisations gives you details of how to contact the tenants' association that represents your area.

Associations represent the views of the community and work with us and other organisations on a variety of issues. They put forward views and concerns about their housing, community and local issues to us, and take part in the decision-making process. They can help local communities by providing information, advice and access to other services and departments. [Find out how to get involved in a Tenants' and Residents' group.](#)



Tenant Event 2024

A successful and enjoyable Tenants' Event was held in Kilmardinny Arts Centre, Bearsden, on Wednesday 25 September 2024.

Tenants, Elected Members, staff from Housing and wider Council services were in attendance along with representatives from external services and a great time was had by all.

Community Champions

Earlier this year, Provost Gillian Renwick announced the winners of her annual Community Champion Awards.

The winners were chosen during an extensive judging session where the Provost and Depute Provost reviewed all submissions, agreeing on seven winners from across East Dunbartonshire.

Provost Renwick said at the time, "Once again it was our privilege to sit and read all the submissions about the fantastic work that people are carrying out in our communities. Thank you to everyone who took the time to nominate someone. I also want to give a heartfelt thank you to everyone who was nominated – the work you do, always in your free time and on a voluntary basis is making a huge difference to people's lives every day.

"We have some wonderfully inspirational people of all ages

in East Dunbartonshire, and it was a pleasure to find out more about them. Due to the calibre in nomination's, it was difficult to choose winners – for the second year in a row we've got two winners in your Young category – but the Depute Provost and I feel our winners truly deserve to be named a Community Champion."

Winners were presented with their awards by Provost Renwick and Depute Provost McDiarmid. They were also invited as special guests of the Provost to a Civic Reception held on the Gala Night of the Kirkintilloch Canal Festival.

The winners in the six categories were as follows:



Young Champion
Haleema Khan, Bishopbriggs



Sports Champion
Suzanne Gahagan, Bearsden



Young Champion
Heather Bryson BCyA, Lenzie



Arts & Heritage Champion
Pat Field, Bearsden



Community Champion
Lorna Thomson, Kirkintilloch



Caring Champion
Jacqueline Willis, Milngavie



Sustainability Champion
Ivor McClure, Lennoxton

Calling on our community our Christmas Gift Appeal is back

If you could offer any donations suitable for young homeless people age 16-25 it would be appreciated!

Please contact our Facebook page
[Project101edc](#)
to arrange any donation drop offs

A massive thank you from the
Project 101 Team!



In the midst of the festive fun, it can be hard to remember what day it is, let alone, what date, but don't forget to note the changes to bin collections and recycling facilities. [Learn more about changes to collection days and disposing of your real Christmas trees.](#)



Festive Closure Arrangements

All operational offices of the Council will close at 5pm on Tuesday 24 December 2024 and will re-open at 9am on Friday 3 January 2025

Emergency Response Centre will be open 24 hours a day, every day for all Council emergencies, including Social Work and Registration Services: call 0300 123 4510

Customer Services including all Hubs – Kirkintilloch, Lennoxton and Bishopbriggs

| | |
|---|--|
| Wed 25 Dec to Thurs 26 Dec inclusive Fri 27 Dec | Closed 9am – 5pm (phones); 1pm – 4pm (hubs) |
| Sat 28 Dec to Sun 29 Dec inclusive | Closed |
| Mon Dec 30 to Tues 31 Dec inclusive (phones); 1pm – 4pm (hubs) | 9am – 5pm |
| Wed 1 Jan to Thurs 2 Jan inclusive | Closed |

Registration Services

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|--|---------------------|
| Wed 25 Dec to Thurs 26 Dec inclusive Fri 27 Dec | Closed 9am – 5pm |
| Sat 28 Dec to Sun 29 Dec inclusive | Closed |
| Mon Dec 30 to Tues 31 Dec inclusive | 9am – 5pm |
| Wed 1 Jan to Thurs 2 Jan inclusive | Closed |

Libraries

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| Tues 24 Dec | All libraries close at 4pm |
| Wed 25 Dec & Thursday 26 Dec inclusive | Closed |
| Fri 27 Dec & Saturday 28 Dec | Normal library opening times |
| Sun 29 Dec until Thurs 2 Jan inclusive | Closed |

Auld Kirk Museum

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| Sat 21 December until Fri 10 Jan inclusive | Closed |
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Lillie Art Gallery

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|--|--------|
| Sat 21 Dec until Tues 14 Jan inclusive | Closed |
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Kirkintilloch Town Hall

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| Tues 24 Dec | Closes at 4pm |
| Wed 25 Dec until Thurs 2 Jan inclusive | Closed |

Kilmardinny House

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|--|--------|
| Fri 20 Dec until Thurs 2 Jan inclusive | Closed |
|--|--------|

Kirkintilloch Leisure Centre, The Leisuredrome, Allander Centre

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|---|-----------|
| Tues 24 Dec to Thurs 26 Dec inclusive | Closed |
| Fri 27 Dec to Tues 31 Dec inclusive | 9am – 4pm |
| Wed 1 Jan & Thurs 2 Jan | Closed |
| <i>**Leisure centre cafes will be closed from Tues 24 Dec until Fri 3 Jan 2025.</i> | |

Huntershill Sports Hub

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|--|--------|
| Sun 22 Dec to Fri 3 Jan 2025 inclusive | Closed |
|--|--------|

Home Safety



Home safety information

Find some advice on asbestos, tips on how to reduce dampness in your home and other handy help such as preventing burst pipes and what to do if you do have a frozen pipe.

Visit our dedicated web page. [Learn more about the latest home safety information.](#)

Your Property, Our Priority

Electrical Installation Condition Report Inspections



East Dunbartonshire Council Operate a programme of works to carry out Electrical Installation Condition Report (EICR) Inspections of properties in our area.

This 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 on behalf of East Dunbartonshire Council.

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 are 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.

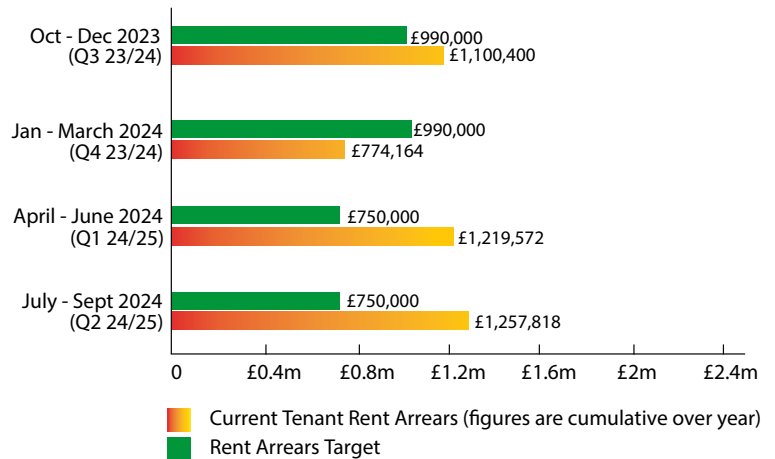
How are services performing?

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; pre tenancy advice provided to new tenants on rent charges; and 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



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

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. Quarter 2 (July - September) has decreased by just over £15,000 compared to the previous Quarter 1 (April- June) and is shown in Table 1.

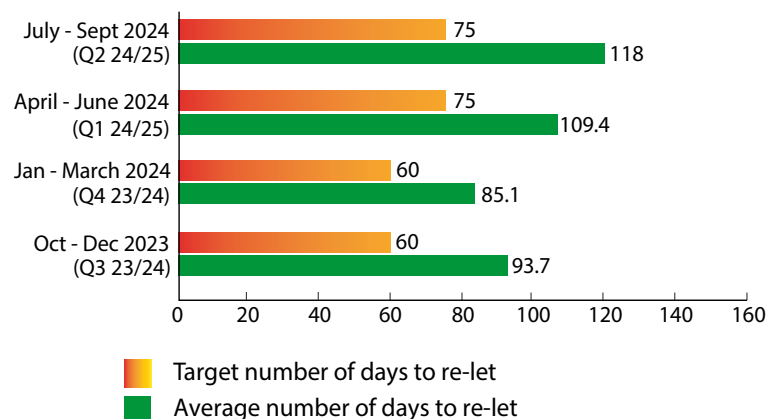
Table 1: Void Rent Loss:

| Quarter | Quarter Targets | Actual Quarter Total | Year to Date Target | Actual Year to Date Total |
|-------------------------------|-----------------|----------------------|---------------------|---------------------------|
| July - September (Q2 2024/25) | £32,500 | £74,638.23 | £65,000 | £164,219.67 |
| April - June (Q1 2024/25) | £32,500 | £89,581.44 | £32,500 | £89,581.44 |
| Jan - March 2024 (Q4 2023/24) | £32,500 | £47,387.52 | £130,000 | £236,319.80 |
| Oct - December (Q3 2023/24) | £32,500 | £60,393.01 | £97,500 | £131,876.49 |

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 3 quarters (January 2024 - September 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 2023/24, 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:

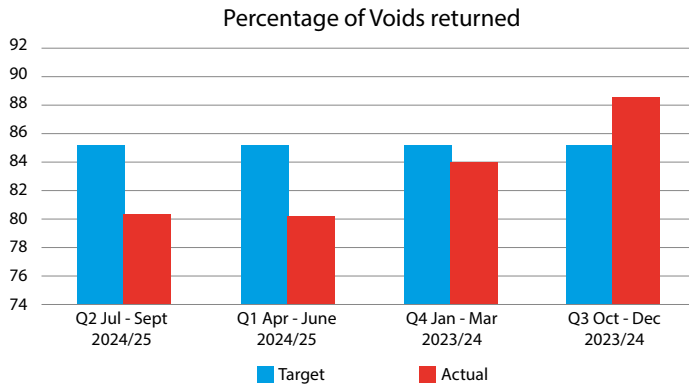


Chart 4: Repairs appointments kept during each quarter:

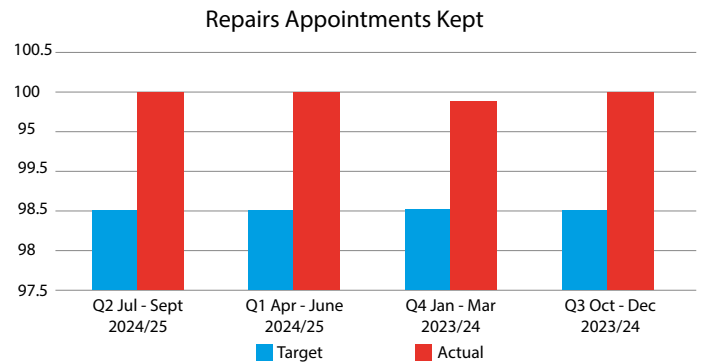


Chart 5: Emergency repairs carried out during each quarter:

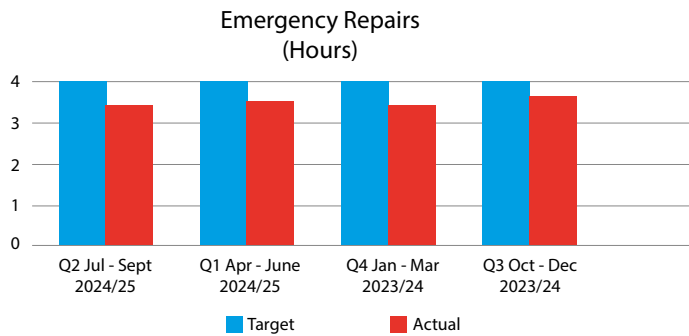
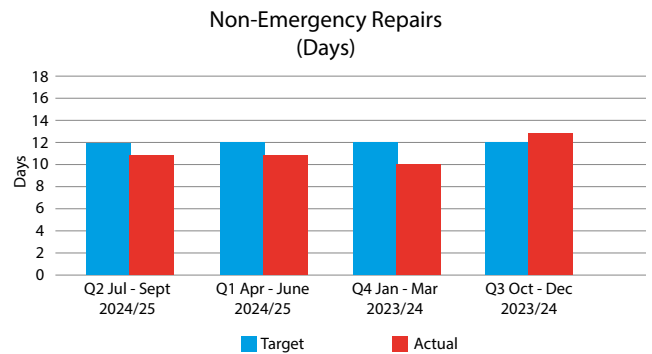


Chart 6: Non-emergency repairs carried out during each quarter:



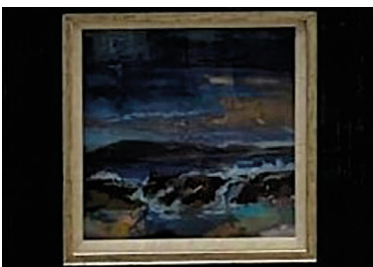
Civic Collection on display in Kirkintilloch

Come and enjoy the first ever exhibition of East Dunbartonshire's Civic Collection.

The Civic Collection is a collection of paintings that are for the people of East Dunbartonshire and cared for and conserved by EDLC Trust.

Over the years, the works, which span a period of 50 years, have been on display throughout East Dunbartonshire's public buildings. This is the first time a selection of this size has been on display, and it highlights the wealth of talent we have within our area.

You can view this free exhibition on the first floor Heritage Centre of Kirkintilloch Town Hall on Union Street until 20 December 2024.



“My job makes me feel like I am making a difference in people's lives.”

Vacancies in social care

Are you interested in supporting people in your local community and looking for a rewarding career with great job satisfaction?

Being a personal carer could be the perfect role for you.

Our Care at Home Service provides essential care to the most vulnerable in our communities, within their own homes.

The latest vacancies in your area for personal carer roles - [Personal Carer - EAD07758](#) | [East Dunbartonshire Council](#) | [myjobscotland](#)]

