

Taking Part

Welcome to your new
online magazine.

Save
the date:
Annual Tenants
Event
Wed 25 Sept.

Tenant Participation Newsletter - Issue 62

Council News

Permits introduced for garden waste collections

A charge for garden waste collections has now been implemented.

The introduction of a charge follows a unanimous decision taken at the Council's meeting on Thursday 14 December 2023 and brings the Council in line with the majority of Scottish local authorities.

As a non-statutory service, it is not a legal requirement for the Council to provide a garden waste uplift service. Reducing budgets and increasing costs mean that the Council can no longer operate this type of collection for free.

To continue to use the service residents will need to apply for a permit to display on their green bin. There will be a single annual charge of £50 per green bin, which will entitle the household to 19 fortnightly collections from March to November.

Permits can be applied for online, by calling Customer Services on 0300 123 4510 or at Community Hubs by appointment.

[Find out more information about our Garden Waste Collection Charge and read our Frequently Asked Questions.](#)



Tenant Event 2024

East Dunbartonshire Council's Tenant Event will be held on Wednesday 25 September 2024 Kilmardinny Arts Centre in Bearsden. The event starts at 9.30am for registration and will finish by 1.30pm with a lunch provided at the end of the event.

All tenants, tenants' and residents' associations and Registered Tenants' Organisations are welcome.

There will also be opportunities to attend workshops and let us know what you think. There will also be an Information Village with an opportunity to speak to representatives from Housing and a wider range of services and agencies.

Book your place [online](#) to attend this free event by 6 September 2024.

Alternatively, you can book your place or find out more about this exciting event by calling **0141 777 3171** or emailing tenantparticipation@eastdunbarton.gov.uk



Free transport can be arranged if required, however this must be requested by 6 September 2024.

Things are buzzing at The Hive in Lennoxtown

A brand-new community space opened in Lennoxtown in May. Run by a community-led organisation, The Hive aims to offer local people a range of services over two floors of a unit at Lennoxtown Enterprise Centre. An open day in May allowed local residents to come and see the space and have their say about how they would like it to be used.

There are several flexible spaces within The Hive which can be used to deliver a range of services such as a warm space for connecting with others, a food pantry, cooking and wellbeing workshops and exercise classes.

The Hive, can also be used for local group meetings or activities, children's parties or events, seasonal celebrations and so much more.

[Read more about the new community facility, The Hive.](#)

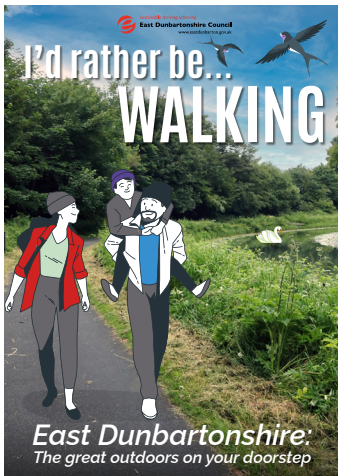




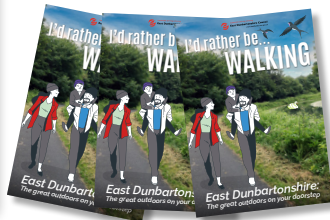
Tenant Participation diary events

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.



Find out more about the **great outdoors** on your doorstep



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.](#)

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.](#)

Sheltered Housing Forum

All tenants residing within our sheltered housing complexes are invited to attend the Sheltered Housing Forum which is held four times a year and is an opportunity to meet and discuss common issues. Recent meetings have had presentations from our Community Safety team, Scottish Fire & Rescue, and Maintenance Services, while also getting an opportunity to meet tenants from other complexes.

The next Sheltered Housing Forum meeting will be held on Tuesday 12 November 2024 at Park Road sheltered housing complex, Milngavie, with free transport available if required. Look out for the invite letter coming through your door. If you would like to discuss further, please contact the Tenant Participation team on **0141 777 3171**.



Make Maths as easy as 1,2,3 with free classes for residents



The East Dunbartonshire Count Me In team offers a variety of numeracy and maths learning opportunities to local adults and families. It's made up of four experienced primary school teachers from across the Council area and aims to help adults who want to:

- further develop their maths skills for learning, life and work
- increase their confidence with everyday numeracy through money management and cooking classes
- support their child with their numeracy development
- learn how schools now teach numeracy
- The Count Me In team is running a variety of FREE numeracy and maths classes for East Dunbartonshire residents who are aged 16-18 and not in education, employment, or training or aged 19 or over.

Classes are ongoing at Hillhead Community Centre, Auchinairn

Community Centre and Ramekin & Rolling Pin Kitchen, Lenzie Rd, Kirkintilloch. Classes are tailored to your needs so feel free to join us at any time! [Updated class dates and times for Count Me In.](#)

If you would like to sign up or find out more, please email us at countmein@eastdunbarton.gov.uk



The Scrutineers



Earlier this year the Scrutineers agreed to carry out a review of the Void Property Re-let Standards. The group continue to work on this and in July as part of this process they carried out a void property inspection with the officers from Property Maintenance Services.

This involved viewing and gathering information on identified repairs and will be looked at against the re-let standards as part of their further discussions. The Scrutineers will return to view the property at a later date once works have been completed and it is deemed fit for let.

Once this activity is completed the Scrutineers will prepare a report with findings and recommendations, which will then be presented to the Housing Management Team.

Further information on the Scrutineers 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



Make it happen at The Hive!

• Empowering Communities – Building Stronger •



Wellness Kitchen

If you'd like to learn how to produce simple but mouth-watering meals for you and your family on a budget then why not sign up for a free course at our Wellness Kitchen in Hillhead Community Centre?

Starting on Wednesday 11 September and running for six weeks, these evening classes (6-8pm) promise to teach you basic cooking skills, as well as giving information and advice on nutrition, food hygiene and savvy shopping.

The course is being run by the Council's Community Planning Team under the Community First umbrella with funding from the UK Government through the Shared Prosperity Fund.

Please email communityplanning@eastdunbarton.gov.uk or call 0300 1234510 and ask for the Community Planning Team.

**Mac-N-Cheese Please: Prep: 20min
Cook: 25min Serves: Four**



Ingredients you will need:

- 300ml (½ pint) prepared cheese sauce
- One heaped tbsp grated mature cheddar
- One medium tomato, sliced
- Two cups dry macaroni

Method:

- 1 Always start by washing your hands thoroughly
- 2 Gather together all the equipment and ingredients
- 3 Pour four cups of cold water in the large saucepan, place on the hob at a medium heat
- 4 Boil water and add macaroni to the saucepan (check packet instructions for cooking time)
- 5 Pour the cheese sauce into the small saucepan and heat
- 6 Drain the cooked macaroni
- 7 Place macaroni in casserole dish
- 8 Pour cheese sauce on top of the macaroni and mix
- 9 Sprinkle with grated cheese and sliced tomato
- 10 Heat through under a medium grill or medium oven until lightly browned and bubbling

**Allergy Statement: "Recipe items may contain or come into contact with wheat, eggs, peanuts, tree nuts, and milk."*

Home Safety



Home safety information

Find some advice on asbestos, tips on how to reduce dampness in your home and other handy help on our dedicated web page.

[Learn more about the latest home safety information.](#)

Register of Electors

Our Annual Canvass starts on 12 AUGUST 2024

We may contact you by post, email, phone, or in person. Please follow any instructions given carefully and take necessary action.

Anyone aged 16 or over and living in Scotland can now register to vote in Scottish Elections.

If you need to update your information the easiest way to do this is online using the links in any form or email we send you.

If you have moved address or are not registered, you can do so now at: gov.uk/register-to-vote

Contact your local office if you need further advice:

ARGYLL & BUTE: ERO-ABC@DAB-VJB.GOV.UK

EAST DUNBARTONSHIRE: ERO-EDC@DAB-VJB.GOV.UK

WEST DUNBARTONSHIRE: ERO-WDC@DAB-VJB.GOV.UK

more information online: saa.gov.uk/dab-vjb/canvass



Dunbartonshire and Argyll & Bute Valuation Joint Board

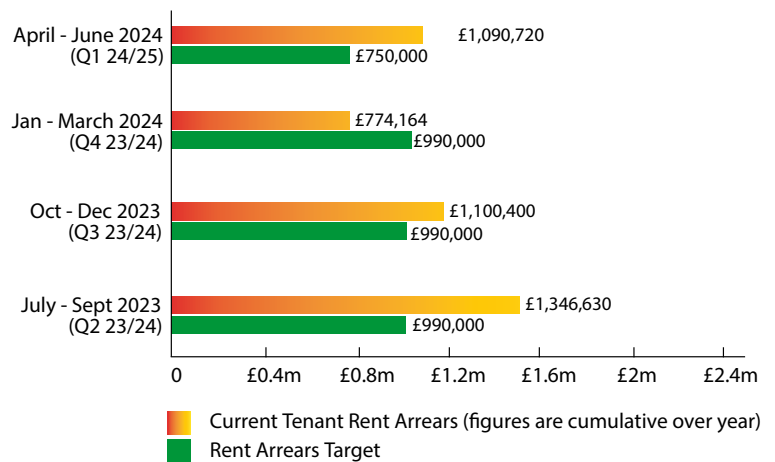
How are services performing?

Tenant Rent Arrears

The maximisation of rental income and pursuit of rent arrears continues to be a priority for the Housing Service, with rent arrears continuing to be lower than the same period for the last financial year. The year-end target set for 2023/24 was achieved with the arrears being significantly lower. Housing officers continue to provide advice and support to all tenants who engage. Pre-tenancy advice is provided to new tenants and a Housing officer is available every Tuesday morning at Kirkintilloch Jobcentre 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, 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 1 (April – June) has increased by just over £42,000 compared to the previous Quarter 4 (January – March) and is shown in table 1.

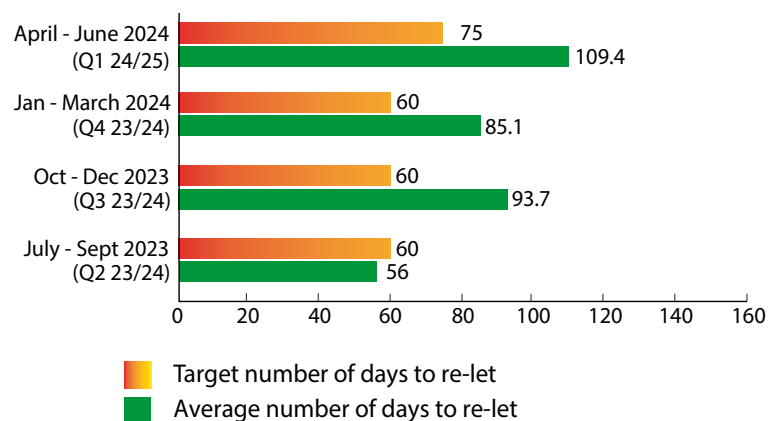
Table 1: Void Rent Loss:

Quarter	Quarter Targets	Actual Quarter Total	Year to Date Target	Actual Year to Date Total
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
July – September (Q2 2023/24)	£32,500	£71,483.48	£65,000	£128,539.27

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 (October 2023- June 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.

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



Housing Performance

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:

Percentage of Voids returned

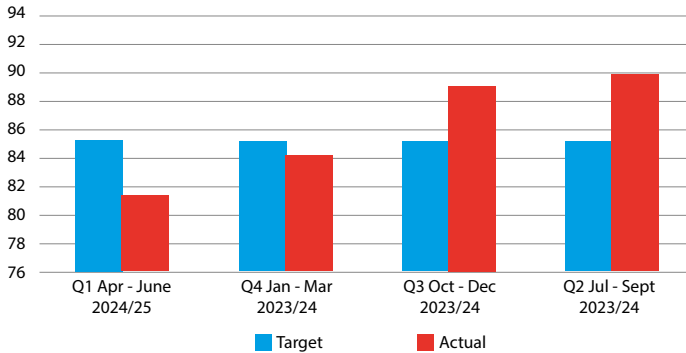
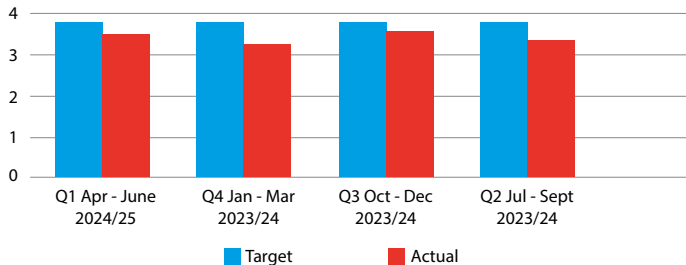


Chart 5: Emergency repairs carried out during each quarter:

Emergency Repairs (Hours)



During 2023/24, Property Maintenance has consistently achieved 100% Gas Safety Checks during each Quarter!



Chart 4: Repairs appointments kept during each quarter:

Repairs Appointments Kept

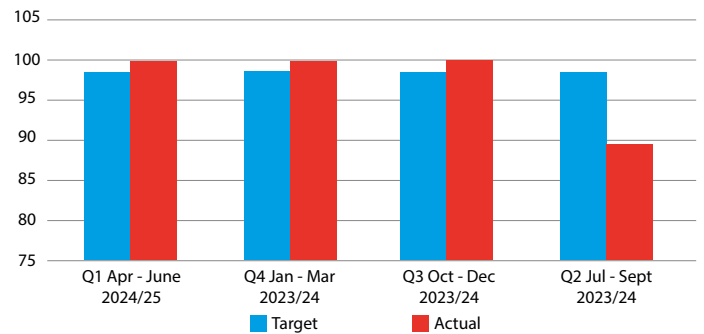
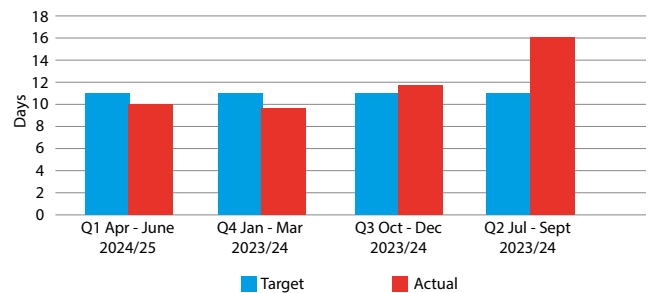


Chart 6: Non-emergency repairs carried out during each quarter:

Non-Emergency Repairs (Days)



EventScotland

31 August & 1 September

www.kirkintillochcanalfestival.org
www.eastdunbarton.gov.uk/canalfestival

KIRKINTILLOCH CANAL FESTIVAL 2024

Don't forget the Kirkintilloch Canal Festival runs from Monday 26 August to Sunday 1 September and includes live entertainment, classic cars, fireworks, boat trips, the chance to try canoeing and lots more!

Looking for a New Job?

At East Dunbartonshire Council, we put people at the heart of what we do. That includes our workforce as our employees truly are our greatest asset.

There are over 108,000 people living in East Dunbartonshire and our employees deliver services to every one of them.

Our workforce makes a difference to our communities – each day they empty bins, care for our elderly, educate our children, support the local economy and answer calls from our residents.

[The latest vacancies in East Dunbartonshire Council.](#)



We demonstrate how highly we value our employees through wide ranging and generous employee benefits, which include career development opportunities and excellent conditions of employment.