

newsletter

THE NEWSLETTER OF TRAFALGAR HOUSING ASSOCIATION



Welcome to our Winter 2021 Newsletter!

We have recently had some amazing news for the community with the launch of a new initiative 'Dalmuir Diners' based at the Golden Friendships Club with events lasting till March 2022. So far there has been a brilliant turn out at the Dalmuir Diners events and we are sure this will continue. You will be able to view the programme of events in this newsletter.

We have recently branched into social media and launched our Trafalgar Twitter page which we will use to provide you with up to date news and various other information. We also recommend that you visit our website more regularly for useful updates and information.

We would like to thank you all for your patience and understanding over the last year and a half. The pandemic has affected how the Association has provided services to you and created a need to limit physical contact as much as possible which has affected staff, tenants and contractors. Over this period we have been working hard to ensure that the quality of our services do not slip. If you require any additional support, whether this is helping you to fill out an application form or providing you with advice please call our office on 0141 952 4676 and we will be happy to help you.

We hope you have a wonderful time over the festive period and a very prosperous New Year.

We would love to hear more from you!

If you would like to get involved and feature in our next newsletter, or if you have any comments or suggestions for content then please get in touch by emailing: admin@trafalgarha.co.uk

If you would like to get in touch with us to discuss any issues or queries that you may have please call us on 0141 952 4676 or you can email us at: admin@trafalgarha.co.uk

Please contact Bield on 0800 783 7937 if you have an emergency repair out with office hours.

COP26 in Glasgow

There has been a buzz around Glasgow in recent weeks as the 26th UN Climate Change Conference of the Parties (COP26) took place in the City Centre.

During COP26 Hundreds of world leaders and officials gathered together to discuss what actions they could take to tackle the climate crisis.

The world is warming because of emissions from fossil fuels used by humans, like coal, oil and gas. Extreme weather events linked to climate change - including heatwaves, floods and forest fires - are intensifying. The past decade was the warmest on record and governments agree urgent collective action is needed.

Here are 10 steps you can take to help protect our planet:

1. Bike more, drive less
2. Reduce, Reuse and Recycle – Cut down on what you throw away. Follow the three “R’s” to conserve natural resources and landfill space.
3. Educate – When you further your own education, you can help others understand the importance and value of our natural resources.
4. Conserve Water – The less water you use, the less runoff and wastewater that eventually end up in the ocean.
5. Choose Sustainable – Learn how to make smarter choices with your food, eat more organic foods and less meat.
6. Shop Wisely – Buy less plastic and bring a reusable shopping bag.
7. Volunteer – Volunteer for clean-ups in your community.
8. Don't send chemicals into our waterways – Choose non-toxic chemicals in the home and office.
9. Plant a tree – Trees provide food and oxygen. They help save energy, clean the air and help combat climate change.
10. Long-lasting light bulbs are a bright idea – Energy efficient light bulbs reduce greenhouse gas emissions. Also remember to put the light off when you leave the room!

For more information please visit:
<https://oceanservice.noaa.gov/ocean/earthday.html>

Trafalgar Launches a Twitter Page



We have recently set up a Twitter page to help us connect with you in a different way.

We will be putting regular updates on our Twitter and it will be a great way to keep up-to-date with information and events.

We hope that you will find this beneficial.

There is a number of ways that you can access our Twitter page these are:

1. By clicking the Twitter Icon  at the top right hand corner on the homepage of our website www.trafalgarha.co.uk
2. By visiting www.twitter.com/trafalgar_ha
3. By searching for [@trafalgar_ha](https://twitter.com/trafalgar_ha) on Twitter search.

Give our page a follow!

Trafalgar hosts another successful Annual General Meeting (AGM)

On Tuesday 21st September 2021 we held our 31st Annual General Meeting. This was held virtually for the second year running due to the pandemic. We would like to say a big thank you to everyone who attended the meeting and made it a success. We hope that at our next AGM we will be able to meet with you all face-to-face.

The Agenda included:

- Annual Accounts to 31st March 2021
- Election of Management Committee Members
- Appointment of Auditors for Financial Year 2021/22
- Community Engagement Proposal
- Director's Report
- Minutes and Matters arising from the Combined SGM and 30th AGM on 22nd September 2020

The full minute of our AGM will be made available in due course.

We also announced the winners of our garden competition and all attendees were entered into our annual prize draw.

Well done to all our prize winners!

AGM COMPETITION WINNERS

Garden Competition

Runners up

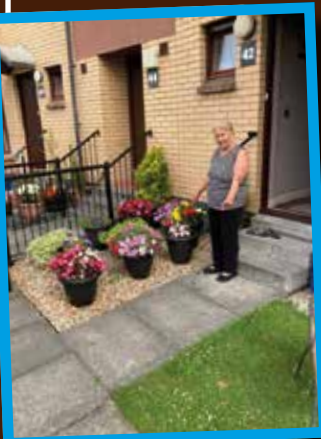
£25 Voucher	Betty Simpson
£25 Voucher	Mr, Mrs Campbell
£25 Voucher	Mr, Mrs Johnsen
£25 Voucher	Mr, Mrs Knape
£25 Voucher	Brian Pollock & Audrey Tait

£50 Voucher
1st prize
Karen Greer



Prize Draw on the Night

£100 Voucher	Diane Hendry
£80 Voucher	Norman Campbell
£60 Voucher	Lyndsay Rossborough
£40 Voucher	Fiona Connolly
£20 Voucher	Janet Campbell



'DALMUIR DINERS'

Delivers food, friendships and fun for all ages at the Golden Friendships Club

We are delighted to announce that thanks to our neighbours at Dalmuir Park Housing Association grant funding from the Scottish Government has been secured to the sum of £59,309. This brings the total grant funding achieved through the pandemic period to £111,020. This is a huge sum that has and will benefit our tenants, residents and many families not just locally but also in the wider community.

A range of projects lasting from October 2021 to March 2022 and funded by the Scottish Government's "Communities Recovery Fund" have commenced involving community partners, Dalmuir Park HA, Golden Friendships and local groups.

The new community initiative, "**DALMUIR DINERS**", based in the **Golden Friendship Community Hall**, in Nairn Place, has been providing lunches, dinners, family entertainment and much more, **AT NO COST TO ATTENDEES**. Please note that this is open to our

residents in both the Trafalgar Street/Dumbarton Road area and the Terraces/Radnor Park area.

We have included the extensive programme of events on offer that cater for all ages. Please note that the 'Family Nights' event held every Thursday is available for everyone to book regardless of whether or not you are attending with family members.

We encourage everyone to come along and **ENJOY FOOD, FUN AND CREATE FRIENDSHIPS**.

So far there has been a fantastic turn out and we are sure that this will continue for the duration of the projects. For this reason please ensure that you book in advance to guarantee your place and avoid disappointment.

If you have attended one of the Dalmuir Diners events at the Golden Friendships please get in contact with us at admin@trafalgarha.co.uk and let us know what you thought!



'DALMUIR DINERS'

Come along and enjoy food, fun and create friendships.
Please call 07957 568330 to book your place at any of these events.

WEDNESDAY AFTERNOON DINING

(Dinner, 3 games of Bingo and Entertainment)



Wednesday 24th November	1.00pm - 3.30pm
Wednesday 26th January	1.00pm - 3.30pm
Wednesday 2nd February	1.00pm - 3.30pm
Wednesday 23rd February	1.00pm - 3.30pm
Wednesday 2nd March	1.00pm - 3.30pm
Wednesday 23rd March	1.00pm - 3.30pm

THURSDAY FAMILY DINING (Dinner and Family Fun)

Thursday 25th November	6.00pm - 8.00pm
Thursday 13th January	6.00pm - 8.00pm
Thursday 20th January	6.00pm - 8.00pm
Thursday 27th January	6.00pm - 8.00pm
Thursday 3rd February	6.00pm - 8.00pm
Thursday 17th February	6.00pm - 8.00pm
Thursday 24th February	6.00pm - 8.00pm
Thursday 3rd March	6.00pm - 8.00pm
Thursday 10th March	6.00pm - 8.00pm
Thursday 17th March	6.00pm - 8.00pm
Thursday 24th March	6.00pm - 8.00pm



CHRISTMAS PROGRAMME



CHRISTMAS DINNER

Wednesday 8th December	1.00pm - 4.00pm
Tuesday 14th December	1.00pm - 4.00pm
(Includes 3 games of Bingo & Entertainment)	

CHILDRENS CHRISTMAS GROTTO

Wednesday 22nd December	Toddlers (Under 5's) - 12.00pm to 2.00pm
Thursday 23rd December	Children's Grotto (Primary School Age) - 5.00pm - 8.00pm

FAMILY CHRISTMAS DINNER

Thursday 9th December	6.00pm - 8.00pm
(Plus, some Family Festive Fun)	



FAMILY PANTO

'Wee Red Riding Hood'

From the fantastic 'Geez a break' productions

Tuesday 7th December	6.00pm - 8.00pm
Thursday 16th December	6.00pm - 8.00pm
(Kids will receive a goodie bag on entry)	



FAMILY THEATRE SHOWS

Tuesday 23rd November	6.00pm - 'Singing Contest' Heats (Age 12 - 18)
Tuesday 11th January	6.30pm - Talent Show Finals!
Tuesday 25th January	6.30pm - Kids Entertainment
Tuesday 8th February	6.30pm - Des & Louise with Singers Station
Tuesday 22nd February	6.30pm - C.M.S
Tuesday 8th March	6.30pm - Kids Entertainment
Tuesday 22nd March	6.30pm - Big Finish Variety Show



10 tips to stay healthy this Autumn and Winter

With the dark nights and cold weather in the autumn and winter months, staying healthy (or trying to be) can become a chore. We can also feel more lethargic in these months so it's important to keep our energy levels up to help ward off cold and flu viruses. Find out some of the ways you can plough through these months and get a warm winter glow!

Keep Hydrated

Many of us don't drink enough water in these months and it's still just as important as it was in spring and summer. Drinking water will protect your skin from the cold air drying it out and flush out toxins. Also even though you might not feel thirsty, staying hydrated is a must.



Use a Smart Morning Alarm

Although more expensive than a standard alarm clock, there are alarm clocks that can help aid your sleeping pattern and wake you gradually to help boost mood and energy levels.



Have Seasonal Fruit and Veg

This time of year there is an abundance of fruit and veg in season that will help boost your immune system. Oranges, blueberries, persimmon, beetroot and kale to name a few, are great for vitamin C and antioxidants, so it's a good idea to incorporate more fruit and veg into your diet.



Don't Skip Breakfast

Breakfast is important all year round but even more so in these months. Porridge is perfect as it is warming, makes you feel fuller for longer and is packed full of fibre. Plus if you eat breakfast you are less likely to reach for unhealthy snacks.



Get Some Vitamin D

The weather is an obstacle for many of us but if you can, wrap up warm and go for a walk to try and get some much needed vitamin D in natural daylight. It can also help with energy levels and is a great way to keep fit and keep your mood up.



Take Time Out

If you feel more tired in these months, this can lead to you feeling more stressed out, particularly in the run up to Christmas and the New Year. Take some time out and practice mindfulness or meditation, exercise is also a great way to relieve stress.



Try and Limit Caffeine

Of course for many, caffeine is a must to get through these months. However it can cause dehydration and affect sleep, so don't overload on caffeine and try to limit your intake. You could swap your cuppa for a nutrient packed smoothie instead.



Keep Skin Moisturised

Even though we wrap up warm, with the cold and blustery weather, our skin can become very dry. Moisturise your hands and face to protect from the elements and lips too to prevent them from becoming chapped.



Add Some Spice

Add warming spices like ginger, turmeric and chillies to your foods, which have great health benefits to help keep winter bugs at bay. They are also great for flavour and warm our bodies up from the inside which is much needed on a cold winter day.



Go to Bed Early

It goes without saying that if you only get a short amount of sleep, you are going to be restless and exhausted in the day. Try to go to bed early and get the full eight hours so you can get a proper rest and quit screen time an hour before you go to bed.



<https://blog.buyspares.co.uk/personal-care/10-healthy-tips-autumn-and-winter/>

Hand in your Christmas Drawing and Receive a Selection Box

Instead of our annual Christmas card competition, this year we will be giving each child who submits a Christmas drawing for our office a selection box.

Please remember to include your name and address on the back of your drawing so that we can deliver your selection box to you.



6 Winter Energy Saving Tips



With winter on its way, it's a good time to start thinking about ways to prepare your home for the colder weather. Here are some simple energy saving tips.

1. **Draught Proof pesky gaps and cracks around your windows and doors** - However be sure to leave enough ventilation to avoid moisture building up and potentially causing dampness in your home.
2. **Bleed your radiators**
3. **Get your boiler serviced**
4. **Close your curtains and shut doors**
5. **Insulate your floors with carpets and rugs**
6. **Check if you're eligible for the Warm Home Discount** - If you meet the criteria, you could get £140 credit on your electricity bill. The discount is awarded on a first-come, first-served basis, so we recommend applying as soon as you can.

More information available at: <https://www.shellenergy.co.uk/blog/post/6-winter-energy-saving-tips>



Tips to Tackle Condensation

Condensation occurs when moist air comes into contact with a cool surface, such as when your windows steam up. If this happens to a wall, it can become damp and mould can grow. We create moist air in our homes all the time, by cooking, showering and drying clothes indoors. Follow our tips to tackle condensation:

- Ensure an adequate amount of heating in your home.
- Invest in a dehumidifier to combat humidity levels in your home.
- Never block or cover an extractor fan or vent.
- Ventilate rooms when possible by opening windows whilst drying clothes, cooking, or taking a bath or shower.
- If you have a washing machine or tumble dryer in your property, ensure that it is vented correctly.
- Make sure that your furniture is at least 5 cm away from the surrounding walls so that air can move around the property.

If you still have a problem after following these tips please contact us for advice.

Introducing Our New Housing Manager Chris Chalk

Hi my name is Chris Chalk and I am the new Housing Manager. I started with Trafalgar Housing Association at the start of October 2021 after 17 years working in Housing across various housing providers in a number of different roles.

I am loving life at Trafalgar and learning more every day about the great people and communities we work with. The team at Trafalgar Housing Association immediately made me feel welcome and I feel at home here.



Join our Management Committee

We are actively looking for local residents from Trafalgar Street/Dumbarton Road area and the Terraces/Radnor Park area to join our Management Committee.

You will join a fantastic group of members, take part in making important decisions for the Association and play your part to make a positive impact for your community

This is a voluntary unpaid role. New members will be provided with necessary equipment and comprehensive training. Meetings take place in the evening once every 4 weeks and are currently conducted remotely using Microsoft Teams.

How do I join?

If you wish to join the Management Committee you must firstly become a General Member of the Association (see page 9). If you apply you could be invited on to fill any 'casual vacancies' that exist. However, you would then need to be formally elected at the next AGM (Annual General Meeting) which takes place every September.

If you are interested in this opportunity please visit our website at www.trafalgarha.co.uk and download an application form and recruitment pack from the 'Get Involved' section of our website.

Have you thought about becoming a housing association committee member?

It's a great way to volunteer in your community and help change it for the better.

Local housing associations provide affordable rented housing for a wide range of people who need it. They provide quick, efficient repairs and other services, and some are also involved in building new homes.

Community based housing associations often provide all kinds of other services to support local people – such as benefits and fuel advice, help with getting into

employment, and places for people to hold meetings and community activities.

Housing association staff members are paid professionals, but associations are run by voluntary committee members, and usually the majority live in the local area.

Here are some of the benefits of serving on the committee...

Benefits for you

- Gain confidence, build a sense of achievement, improve your self-esteem and have a new sense of purpose.
- Develop your understanding, skills and knowledge, add to your CV, and potentially open new career paths.
- Be involved in a stimulating and mutually supportive environment where your views are heard.
- Meet new people, develop friendships, and socialise with others with a shared commitment.
- Attend social & networking events, as well as training courses, to build up your skills.
- Open up opportunities to apply to serve on important national/regional bodies in the housing sector.
- Become a part of one of the most important and effective movements for physical and social improvement that has happened in Scotland over the last 40 years.
- Get personal satisfaction from giving something back to the local community whilst making a real difference.
- Broaden your horizons and have fun along the way!

Benefits for the association and the wider community

- You'll help to raise awareness of the Association's work both within the local community and beyond.
- The time and energy you commit to the Association will directly contribute to its work in improving the quality of life for tenants and the wider community.
- You can help to ensure good quality housing and services.
- As a voluntary committee member you'll join hundreds of local people and other volunteers who play such a crucial role in taking forward the work of community controlled housing associations in Scotland.



supporting
social
employers

BECOME A GENERAL MEMBER OF TRAFALGAR FOR JUST £1

Anyone can become a General Member of the Association as long as you are aged 16 or over and meet the requirements set out in our rules which are available to view online at: www.trafalgarha.co.uk/becoming-a-general-member.

Membership costs just £1 and you will remain a member for as long as your reside within the area.

By becoming a member of the Association you are eligible to vote at the AGM, which takes place every September. This will allow you to influence how the Association operates.

To become a member of Trafalgar Housing Association please fill out the information below, cut out this application form and return it to our office.



I would like to apply for membership of Trafalgar Housing Association and I have enclosed £1.00 for one share.

Name: _____

Address: _____

Telephone: _____

Email: _____

I would like to hear more information about joining the Management Committee YES / NO

Join Our Residents Panel

We are seeking help from the residents of Trafalgar Housing Association (tenants and owners) to get involved and join our Residents Panel to help improve the standard of our service.

The Residents Panel discusses and gives their views on different aspects of the Association's services and performance and advises where improvements could be made and is also consulted on policies that affect residents and other service users.

Our residents are at the heart of the Association and we love to hear your opinions on the work that we do. As residents you experience our services first hand therefore there is no one better to provide us with feedback.

If you would like to get involved, please contact us on 0141 952 4676 or email admin@trafalgarha.co.uk



Committee Meeting Updates

Our last Committee meeting was held on Wednesday 27th October 2021 remotely over Microsoft Teams.

Items of interest discussed in the most recent committee meeting:

- Annual Assurance Statement Review 2021
- Tenant Satisfaction Results
- Directors Report
- Adaptations Policy Review
- Review of Membership Policy
- GWSF Update – Meeting with Ministers
- Housing Management Report
- Health and Safety

Where can I view the minutes from the Committee meetings?

The minutes from our Management Committee meetings can be viewed on our website at www.trafalgarha.co.uk under the 'Documents' section.



COMPLAINTS (QUARTERLY FIGURES)

This is a summary of our complaints figures from end of March 2021 – end of September 2021. We have currently had no stage 2 complaints.

What is a Stage 1 and a Stage 2 complaint?

A Stage 1 complaint is when we will give you our decision

within five working days or less, unless there are exceptional circumstances.

A Stage 2 complaint would be a situation where you remain dissatisfied after stage 1 and/or any complaints that clearly require investigation, and so are handled directly at this stage.

	QUARTER 1 (28/03/21-27/06/21)		QUARTER 2 (28/6/21-27/09/21)		Total
	CATEGORY		CATEGORY		
	STAGE 1	STAGE 2	STAGE 1	STAGE 2	
Received	15	0	10	0	25
Resolved	15	0	10	0	25
Unresolved	0	0	0	0	0
Total number of days to complete	43	0	14	0	57
Average number of days to complete	2.87	0	1.4	0	2.28

Complaints

Free Lateral Flow Tests for Covid

Tests are now freely available to order online on the gov.uk website. You can get regular rapid lateral flow tests if you do not have symptoms of coronavirus (COVID-19).

Information: If you have symptoms of COVID-19, you need a different test called a PCR test. To get a PCR test if you have symptoms of COVID-19 please visit: www.gov.uk/get-coronavirus-test

Why you should get tested regularly

About 1 in 3 people with COVID-19 do not have symptoms but can still infect others. You should do a rapid test twice a week (every 3 to 4 days) to check if you have the virus. If people test positive and self-isolate, it helps stop the virus spreading. Even if you're vaccinated, there's still a chance you can pass COVID-19 on, so you should keep getting tested regularly.

About rapid tests

Rapid tests give a quick result. This involves rubbing a long cotton bud (swab) over your tonsils (or where

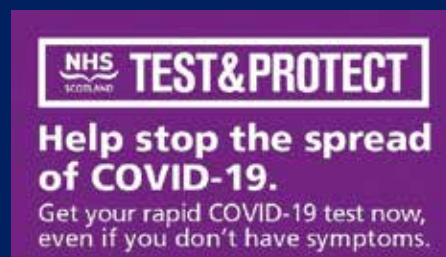
they would have been) and inside your nose, or inside your nose only. Research shows rapid tests are 99.9% accurate. If you test positive, you must self-isolate. You can check if people you live with need to self-isolate by visiting www.nhs.uk.

How to get regular rapid tests

- Order tests to do at home for free on www.gov.uk
- Pick up tests from a pharmacy – To find a pharmacy near you where you can collect rapid tests please visit: <https://maps.test-and-trace.nhs.uk/>
- Pick up tests from test sites – To find a test collection point near you where you can collect rapid tests please visit: <https://maps.test-and-trace.nhs.uk/>
- Go to a test site to get tested

School, College and Nursery testing

If you attend or work at a school, college or nursery you can get rapid tests through your school, college or nursery. You're advised to do a test



twice a week. Children aged under 11 do not need to do rapid tests.

Employee and University testing

Some employers and universities offer rapid tests. Ask your employer or university if they provide rapid tests.

Report your test result

Report your result (positive, negative or void) every time you do a COVID-19 rapid lateral flow test at home or at work. To register the result of your result online scan the QR code on the bottom of your Coronavirus test. This will provide you with an online link to complete filling out the details of your test.

For more information on Coronavirus please visit www.nhs.uk

ANNUAL ASSURANCE STATEMENT

Each year we need to demonstrate to the Scottish Housing Regulator that we are meeting regulatory standards and requirements. In October 2021 we completed our Annual Assurance Statement and confirmed our level of compliance.

As a result of evidence based reporting to our Management Committee, along with the 3rd assurance assessment by our Internal Auditors, our Management Committee is satisfied that Trafalgar HA is compliant with:

- Regulatory requirements set out in Section 3 of the Regulatory Framework.
- Standards and outcomes in the Scottish Social Housing Charter.
- Legislative duties.
- The SHR Standards of Governance and Financial Management.

Our review identified that:

- For the majority of the required standards, there is sufficient evidence in place to confirm compliance;
- Progress has been made against 11 of the 14 identified areas for improvement which were identified in the 2020 audit review; and
- Despite the ongoing impact of the Covid-19 pandemic several actions have been progressed and two of the three areas still outstanding should be completed by 31st December 2021.

We are committed to continuing to work with our internal audit and other independent advisors to identify areas where we feel improvements can be achieved and to set out a clear timetable towards full compliance.

We approved our Annual Assurance Statement at the meeting of our Board on Wednesday 27th October 2021. Our Annual Assurance Statement will be available to view on our website at www.trafalgarha.co.uk

Health & Safety – Common Areas

We would encourage any tenant or resident in the area to report any Health & Safety issues they may see in the estate or backcourts. Common areas include: entrance doorways; close area/stairs; bin stores; backcourts/drying areas; pathways and driveways/ parking bays. We are still carrying out regular inspections on common areas to keep track of their

condition and will take remedial action if necessary.

If your home is within a common close you are required to keep the close and backcourt areas clean, clear, litter free and tidy. Common closes and stairways should always be free of hazards, particularly those that would restrict easy exiting of the building should an emergency situation arise.

The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.firescotland.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE
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Struggling to pay your rent over the Festive period? **Please get in Touch**

We know that the past two years have been a tough time for many of our tenants. Many of you have been furloughed, had your working hours reduced or lost your jobs altogether as a result of the pandemic. On top of that, Christmas is always a busy and expensive time of year.

If you're struggling to pay your rent over the festive period, the first thing you should do is contact us on 0141 952 4676. We're here to help and can either assist you directly or make referrals to other agencies that can support you. Doing nothing won't make the problem go away – please get in touch with us as soon as possible and we will do everything we can to help you.



Bulk Uplift

If you have any items that require disposal please contact Chris or Angela on 0141 952 4676 to arrange uplift. Please ensure that any items are stored neatly and safely in the bin store area. We ask residents not to leave any items in closes or against buildings as this could cause a fire or safety issue.



Bin Collection during the Festive Period

There will be a normal uplift of bins during the festive period and no changes as Christmas and New Year fall on a weekend.

The public holidays are on Monday and Tuesday both weeks but West Dunbartonshire Council have plans to work both holidays.

Back Courts

With more people being at home during the pandemic there has been additional levels of waste created. We would ask that you dispose of general waste properly into the bins provided. Failure to dispose of general waste properly brings vermin to the area e.g. rats, foxes and birds which scavenge the bags which in turn disperses the rubbish all over the back courts. The Association would ask all residents to be more vigilant when disposing of their litter, not only to keep your back-court area clean and tidy but also for the safety of the children playing outside.

Looking after your Community Dog Fouling

Dog fouling has been a growing problem for the Association over recent years and we know that there are many dog owners who look after their local area by cleaning up after their dogs. However there are a minority of dog owners who continue to allow their dogs to foul in backcourts and local areas and do not clean up afterwards.

If your dog fouls anywhere it is your duty to clean it up immediately. Dog fouling is not only unhygienic and unsightly, but it can also make local spaces of land unsafe for young children to play.

The Association is continuing to tackle this issue of tenants and residents who do not clean up after their pets and staff will be carrying out regular inspections.

Our aim is to make your community a cleaner, safer and more attractive place to live.

Together we can make a difference to your local community!

Please remember you can get free dog waste bags from our office.



Ten top tips to avoid a Christmas debt hangover

1 Plan early for Christmas

Be realistic and budget accordingly. Work out how much you are going to spend on each person – and stick to it. Manage expectations as to what you or Santa can give.



2 Don't forget the everyday bills

Remember that rent, the mortgage, utility bills, food bills and other existing debts still have to be paid – and the consequences can be severe if they're not. Even though it's Christmas, get your priorities right.



3 Don't bank on an overdraft

If you do need more money, don't just run up an overdraft without talking to your bank first – it will work out much more expensive.



4 Keep things simple

If you can afford to pay for your goods outright by cash, cheque, or debit card, don't be persuaded to take out extended credit agreements unless they really do work out cheaper.



5 Shop around

Try as many different places as possible to find the best price. Buy what you want and not what other people say you need. Be wary of extended warranties; the cost of a repair could be less than the cost of the warranty.



Christmas is a time of giving, but you don't want to give yourself a headache in the New Year with bills and debts you can't afford. It's all too easy to overspend – there are tempting offers and pressures to buy, but you must decide how much you can afford before you start spending.

Planning, budgeting and organisation are key to avoid getting into debt at Christmas and beyond. If your spending runs out of control, you can soon find that debt is not only a problem at Christmas, but can become a way of life.

If you do get into difficulties, get advice as soon as you can from your local Citizens Advice Bureau or visit www.adviceguide.org.uk

6 Buy safe to be safe

Whatever the deal, whatever the temptation, don't buy from unauthorised traders and don't borrow from unauthorised lenders. The initial savings and convenience may prove to be a false economy.



7 Read the small print

Check for hidden extras in any credit agreement. Work out the total amount payable. Ensure that the monthly instalments are within your budget before signing. Interest free credit can seem attractive, but if you don't pay on time, or miss a payment, you could have to pay a lot more.



8 Do your own credit checks

If you are going to use a credit card, shop around and compare terms. Some cards charge high interest rates, but provide interest free periods or discounts. Budget for all these costs and put the payment dates in your diary.



9 Be organised

There's a lot to remember at Christmas. If you've borrowed money don't forget that it won't be long before you have to make a payment. Make sure you pay on time, even if it is only the minimum, or you will be faced with additional charges.



10 Start planning and saving for next Christmas

Once Christmas is over, it's worth looking at what you did well and what you didn't. Learn from your mistakes and start planning how you will do things differently next year. This might also be a good time to start saving for next Christmas.

If you are a Barclaycard customer experiencing financial difficulties please call our customer helpline on 0844 241 2929 for advice.

Developed by Money Advice Trust and sponsored by Barclaycard, www.mymoneysteps.org offers free and comprehensive debt advice online.

Every Citizens Advice Bureau is an independent charity. Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux. Registered charity number: 279057



Supporting warmer homes this winter with Home Energy Scotland

Helping you stay warm for less

Home Energy Scotland is pleased to be working to support households with free and impartial energy advice and support. Covering everything from simple energy saving tips in the home to transport and active travel advice, Home Energy Scotland's friendly advisors can offer vital support to tenants.

We'll help you stay warm and well

Recent research by Home Energy Scotland* has revealed that 70% of people in Scotland feel concerned about energy bills rising, with almost two thirds using more energy than usual during the first 12 months of the pandemic. The research also found that 59% of Scots have noticed a worrying rise in their energy bills already.

Speak to an advisor

If you're worried about your energy bills or would simply like some advice about saving energy at home, call Home Energy Scotland free of charge on 0808 808 2282. You can also contact our Advice Team by email at adviceteam@sc.homeenergyscotland.org.



Good Neighbour Award

**Is your neighbour one in a million?
Do they make a difference to your
life or the lives of people in your
community?**

This is a chance for you to say 'thank you' to a neighbour who goes out of their way to help you and others, someone who shows kindness and consideration.

The winner of this award will be selected by members of our Management Committee and will receive £50 worth of vouchers and a certificate. We would also like the winner to be featured in an article on the award and why they won it in our next newsletter.

If you would like to nominate your neighbour for this award please send an email to admin@trafalgarha.co.uk or write to our office at:

Trafalgar Housing Association
430a Dumbarton Road
Dalmuir, G81 4DX
Clydebank

In the email or letter please include the name of the person that you would like to nominate, the reason

why you think they should win the award and their address.

The closing date for nominations is Friday 7th January 2022.

Unfortunately, we cannot accept nominations from relatives or anyone living in the same property.



Old Kilpatrick Food Parcels

Old Kilpatrick Food Parcels (OKFP) help any resident of Old Kilpatrick, Bowling & Dalmuir, without the need for a referral.

They can be contacted by any of the following routes:

- Website – www.okfp.org.uk
- By calling – 07368 496836
- Facebook - <https://www.facebook.com/OldKilpatrickFoodParcels/>

At Old Kilpatrick Food Parcels you are invited to collect :-

- ✓ free food parcels
- ✓ free fresh bread
- ✓ free sanitary products
- ✗ no criteria
- ✗ no questions
- ✗ no judgement
- ✗ no referral needed although accepted
- ✗ no restrictions
- ✗ no refusal

- If you are employed, unemployed, self-employed, retired or just struggling financially – OKFP can help you.
- Social distance rules apply, please wear a suitable face covering and respect the guidelines.
- Remember that if you are unable to attend yourself due to isolation you can nominate a friend/ neighbour/carer/ family member/ support worker to pick up on your behalf.
- Please don't struggle without food – OKFP are here to help you. Deliveries not always available.

- You can drop off donations at any of the venues and you can still contribute via their PayPal account; oldkilpatrickfoodparcels@gmail.com



Stepping Stones

Stepping Stones is a registered charity and user led organisation that provides a range of support services for people who experience common mental health problems. Available services are Support Work; Person Centred Therapy; Guided Self-Help; Peer Support; Peer, Wellbeing and Therapeutic Groups.

The services at Stepping Stones are available to people who reside in West Dunbartonshire and are aged 16 years and older. These are facilitated across West Dunbartonshire in various locations and the service and support received will be at a mutually convenient location which will be agreed at the assessment stage of the referral process.

Services Offered

Bereavement Support
Counselling
Loss & Grief Support
Stress, Anxiety and Wellbeing Support

For more information contact:

Main Telephone Line & 24 hour voicemail facility: 0141 941 2929
Mobile Phone – Texting and Callbacks: 07848 042521
Email: admin@stepstones.org.uk
Website: www.stepstones.org.uk

Address:

Unit A10, Whitecrook Business Centre
78 Whitecrook Street, Clydebank
G81 1QF





To Wellness, Wellbeing and Recovery

Stress, Anxiety and Wellbeing Course online via ZOOM;

Start Date: 30 November 2021

Schedule

1st session Tuesday 30.11.21: 10:30am-12noon (90 mins):

Stress, anxiety and well-being

2nd session Tuesday 7.12.21: 10:30am-11:30am (60mins):

Low mood

3rd Session Tuesday 14.12.21: 10:30am-11:30am (60mins):

Mental Health Awareness (Healthy Minds resource)

**Available and free to all West Dunbartonshire residents who are aged
16 years and older.**

Book online below or call us on 01419412929 to reserve a space.

<https://www.eventbrite.co.uk/e/203733340907>



Funded by the following agencies with thanks.

**West Dunbartonshire
Health & Social Care Partnership**



YOUR FUTURE IS BRIGHT
YOUR FUTURE IS BRIGHT



STEP INTO YOUR FUTURE WITH STREET LEAGUE

- ✓ Daily sports sessions
- ✓ CV support
- ✓ Skills workshops
- ✓ Career guidance
- ✓ Interview practice
- ✓ Job opportunities



WWW.STREETLEAGUE.CO.UK

Street League's free sport for employment programmes (Available in West Dunbartonshire) have helped thousands of young people find a job. You could be next!

The skills needed to succeed in real life and work are often different from those taught in exams and classrooms. While traditional schooling and exams are the most common way to begin your career, they are not the only route.

We use the power of sport to help young people across the country get into education, training and employment. Changing lives for the better, we hope to instil the positivity and confidence in young people to achieve their goals. We're based throughout the UK, creating opportunities and personal development for young people from London to Glasgow.

Why join Street League?

- It's completely FREE and won't affect your benefits.
- We'll cover your qualification costs and travel expenses.
- You'll learn the skills to move into a full-time paid job, apprenticeship, training or further education.
- You'll receive 1-1 support to set your goals and create a plan to achieve them.



- You can meet new people and build your confidence.
- You can get fit and active with daily sports sessions.

can offer more focused job search support and help you quickly move into a job.

Most of our programmes run four days a week, with fun group activities and time for sport and fitness. You'll also get time with a Street League Progressions Coordinator to set your goals and aspirations, which will help us build a plan for YOU to move into work, an apprenticeship, education or training.

If you have other commitments - like being a carer or parent - then we



Interested? You can sign up now by going to www.streetleague.co.uk/join

Safety Precautions

Locations of Shut Off Valves for Gas and Water (Guidelines for Emergencies)



1. **Always carry a torch**
2. **Phase 1 and Phase 2 – 426 to 434 Dumbarton Rd, 2 – 8 Trafalgar St.**
 - a. Water main stopcocks are located in the old Gledhill storage tank cupboards.
 - b. Gas shut off valves are located beside the meters and are located inside corner kitchen base units.
 - c. Electric meters are located in the entrance lobby and mains switch is located in adjacent distribution boards.
3. **Phase 3 – 12 to 20 Trafalgar St**
 - a. Water main stopcocks are located in electric meter cupboards or in pipe chase in bedroom wardrobe nearest front door.
 - b. Gas shut off valve located beside meter in electric meter cupboard in hall.
 - c. Electric meter in hall cupboard.
4. **Phase 4 – 22 to 30 Trafalgar St**
 - a. Water main stopcocks under kitchen sinks in all properties except upper flats located at foot of stairs.
 - b. Gas shut off valves located in external meter boxes.
 - c. Electric meter in hall store cupboard in all properties, except upper flats isolation switches at foot of stairs.
5. **Phase 5 – 438 to 448 Dumbarton Rd (cottages)**
 - a. Water main stopcocks located in hall store cupboard.
 - b. Electric meter located in hall store cupboard.
 - c. Gas meters located externally
6. **Phase 5 – 450 – 456 Dumbarton Rd, 32 & 34 Trafalgar St**
 - a. Water main stopcocks located in meter cupboard in hall nearest front door except 32a, G/1, G/2, 34a, G/1 and G/2 located under sink in kitchen.
 - b. Gas shut off valves in meter cupboards in hall except 32a, G/1, G/2, 34a, G/1 and G/2 which are located externally.
 - c. Electric meter in hall cupboard nearest front door.
7. **Phase 6 – 480, 482 Dumbarton Rd & 36, 40, 42, 46, 48, 52, 54, & 58 Trafalgar St - Main Doors**
 - a. Water mains stopcocks located under kitchen sinks.
 - b. Electric meters located in hall cupboard.
 - c. Gas meters located externally.
8. **Phase 6 – 38, 44, 50, 56, & 60 Trafalgar St (flats)**
 - a. Water main stopcocks located in meter cupboard in hall.
 - b. Gas meters in cupboard in hall.
 - c. Electric meters in cupboard in hall.
9. **Phase 1 & 2 Terraces Houses**
 - a. Water main stopcocks located under kitchen sink.
 - b. Gas meters located externally.
 - c. Electric meters located in under stair store.
10. **Phase 1 & 2 Terraces Flats**
 - a. Water main stopcocks located in hall store nearest front door.
 - b. Gas and electric meters in same store.

Fire and Smoke Alarm Upgrades

The law on fire and smoke alarms is changing from February 2022 which means all Scottish homes will need to have interlinked alarms.

Every home in Scotland must have interlinked fire and smoke alarms by February 2022. Interlinked

means if one goes off, they all go off, so you will always hear an alarm wherever you are in your home.

Access for this essential work must be given, your cooperation is appreciated.

For more information please visit:

<https://www.gov.scot/publications/fire-and-smoke-alarms-in-scottish-homes/>



Kitchen Contract

At the moment we are working on Phase 1 of the Terraces this includes properties in West Thomson Street which is almost completed, Windsor Crescent and Spencer Street. If you haven't yet received a date for your kitchen to be fitted, joiners will be in contact with you soon to discuss your drawings and provide you with a date. We aim to have this work completed by Christmas.

We apologise for any delays that you may have experienced these past few months and we thank you for your ongoing co-operation. This has been due to shortages in supplies caused by the COVID-19 pandemic, a sharp rise in construction demand and importing delays caused by Brexit.

We will be starting surveys for kitchens in Phase 2 at the start of the new calendar year and have plans to replace these kitchens in the next financial year. Phase 2 will include properties in Windsor Crescent Lane, Singer Street and Crown Avenue.

We hope everyone who has had their new kitchen fitted is delighted with the finished result and we hope this will have a positive impact on your home life. We look forward to seeing the outcome of future kitchen replacements.

Here are photographs of recently fitted kitchens.



Have a Safer Winter – Here's what you can do to stay safe from fire this Winter!

If you've been drinking, don't cook. NEVER leave cooking unattended.

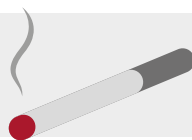


Always put candles out when you leave the room, go to bed or leave the house.



Keep candles away from anything which could catch fire.

It's safer to smoke outside, or standing at an exterior door or window, **especially if you are tired or have been drinking.**



Keep portable heaters away from furniture, bedding or curtains. Don't sit too close and **turn off portable heaters before going to bed.**



Do not smoke, use naked flames or get near to anything which may cause a fire whilst wearing clothing or a bandage that has **been in contact with emollient skin cream.**



Make sure your **smoke and heat alarms are working. Test them every week.**

Unplug fairy lights or other electrical Christmas decorations **when you leave the house or go to bed.**



If you've got a live Christmas tree it's important to **keep the tree stand filled with water at all times.**



Keep in touch with friends, relatives and neighbours who live alone or **who may be at risk.**

A **phone call**, or a socially distanced door-step chat **can make a massive difference at this time of year.**



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

firescotland.gov.uk **@SFRSYourSafety**

Call us to arrange a free Home Fire Safety Visit for you or someone you know who may be isolated or at greater risk from fire. Together, we can all stay fire safe.

CALL **0800 0731 999** TEXT **'FIRE'** TO **80800** or visit **www.firescotland.gov.uk**

Your Annual Gas Servicing

We are continuing to carry out our tenants annual gas servicing. We understand that these are unprecedented times however we have a legal obligation to ensure that all residents are safe by carrying out annual gas servicing to boilers when they are due.

Our contractors are fully equipped with the correct PPE and have been trained on safe working practices, including adhering to social distancing rules during the pandemic. They will contact you by text, telephone or letter to arrange a date suitable for you to allow them access to your property to complete the safety inspection.

If you fail to provide access to your home to complete the inspection, we will enforce the conditions of your tenancy agreement in order to meet our legal obligations. Generally most tenants work well with us to provide access and in the extremely rare cases where access is not gained, the Association will take steps to force entry and complete the service.

Please remember if you have a pre-payment electric or gas meter then you will need to have credit on your meter

for the work to be completed. This can be as little as a pound (even if emergency credit).

Should you receive a notification that your gas service is due and you have concerns about granting access to your property or anything else regarding your gas service, please do not hesitate to get in touch.

Reminder for tenants:

Gas servicing will now be carried out by Kingdom Gas. If they are in the area doing other services they may visit properties that have services due to be completed. If this is not a convenient time for you then you will be able to reschedule the visit. If you are not home they will leave a call card to let you know that they have visited.

If you have had to reschedule the visit or were not home at the time please call the Association on 0141 952 4676 to arrange a more convenient time for the service to be carried out.

Please remember that it is crucial to have your service rearranged and completed within the anniversary date.



Rechargeable Repairs

Trafalgar Housing Association as the landlord is responsible for ensuring its properties are kept in a well-maintained condition. Where repairs are necessary Trafalgar will carry these out. However in cases where the repair is a result of neglect or misuse by the tenant or a member of the tenant's household then the responsibility for these repairs must lie with the tenant.

The following are examples of rechargeable repairs and maintenance tasks:

- The cost of re-instatement of unauthorised alteration.
- Where a tenant makes a specific arrangement for access for urgent and routine repairs and access is not given, the tenant will be charged for the cost of the call out.
- Where a tenant calls out emergency services and fails to be at home when the tradesmen arrive, the tenant will be charged for the cost of the call out.
- Where out-of-hours calls are made for non-emergency repairs. (Call out charge only will be charged in this instance). This includes emergency call outs when a meter has run out of credit, or where the tenant's electrical appliances have caused the system to trip.
- Where the Housing Association has to force entry to carry out statutory repairs e.g. gas safety inspection. This would only occur where the tenant had been offered reasonable opportunities to allow access and had refused.
- Where a vacating tenant leaves items of furniture etc. in the property and removal has to be arranged by the Housing Association.
- Where a vacating tenant leaves a property and repairs have been identified at the void stage as being caused by neglect and/or vandalism.
- In all other cases where the Housing Association carries out work which is the responsibility of the resident the estimated cost of the repair must be paid in full before the work is instructed. If they are unable to pay the full balance 50% of the estimated cost should be paid in advance and a repayment arrangement should be signed for the balance prior to work commencing.
- Where the tenant has lost keys. The tenant will be responsible for the cost of making good any damage caused gaining entry to the property, and the replacement lock/keys as appropriate.
- Should the tenant require a lock change and/or forced entry after hours as a consequence of losing keys, they shall be re-charged for the full cost of call out and works required.

Tips to Avoid Rechargeable Repairs

1. Make sure that you have enough credit in your meter for Gas and Electricity to ensure that they do not cut out. This will avoid us having to make a call out for you.
2. Leave a spare set of keys with a family member, friend or neighbour that you can trust.
3. Avoid connecting your own washing machine as there is a risk that there may be a leak that could affect you and your neighbours properties. Instead contact the Association or someone qualified to carry out the work.
4. Do not leave running water in the sink or bath unattended in case a leak occurs.
5. Know where the stopcock is located in your property.

We hope that by following these tips you will avoid any rechargeable repairs in future.



Get the cover you need this Winter!

Did you know that the Thistle Tenant Risk Homes Contents Insurance Scheme offers cover for fire, theft, water damage, floods and much more.

In fact, over the festive period or other religious festival, the Crystal Scheme automatically increases the contents sum insured by **£1,500** or **15%** of the sum insured (whichever is greater), for loss or damage to gifts bought, for one month before and one month after each special occasion.

The holidays could see more accidents, such as risks of spillages, breakages and general mishaps.

Optional extensions are available, subject to an additional premium, such as extended accidental damage.

A £50 excess may apply, full details are available on request.

Terms & conditions apply to all sections. A full policy wording or Insurance Product Information Document is available on request.

To find out more about the Thistle home contents insurance scheme contact:

- » Crystal on **0345 450 7286**
- » Request an application pack from your local housing office
- » Visit **www.thistletenants-scotland.co.uk**, where you can also request someone to call you back!



Thistle Tenant Risks is a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority FRN 310419. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Thistle Insurance Services Ltd is part of the PIB Group. Our Data Protection Privacy Policy is online at <https://www.thistleinsurance.co.uk/Privacy-Policy>



Shortage of Materials for Repairs and Maintenance Work

A severe global supply chain disruption is resulting in difficulties in sourcing materials for repairs and maintenance work, with the shortages expected to continue until the end of the year.

If you are due an upgrade or repair to your home, it is possible the work may be delayed due to supply chain issues which are outside of our control and the control of our contractors.

Trafalgar along with other Landlords across Scotland are finding many building materials - which are usually readily available - are in short supply, or in some cases not available at all. Costs are also increasing significantly on products which are available. This has been due to the COVID-19 pandemic which has caused reduced staffing, social distancing requirements and a sharp rise in construction demand which began during the pandemic. In addition, there remains importing delays at UK ports due to Brexit.

We are in regular contact with contractors in efforts to monitor availability and secure supplies. However,

there is still a possibility that repairs and maintenance works will be delayed.

Every effort is being made to limit disruption and we are grateful for your patience during this time.

We advise tenants to continue to report repairs to us in the usual way. Tenants can report repairs in a number of ways i.e. by:

- Phoning the office on 0141 952 4676 or emailing repairs@trafalgarha.co.uk
- Filling out our 'Report a Repair Online' form on our website www.trafalgarha.co.uk
- Writing to our office



Armchair Critics

We are currently looking for tenants and residents to provide regular feedback to the Association on our services by answering regular questionnaires.



What would I need to do?

Firstly, you do not need to leave the comfort of your own home to take part in this. We would post a short questionnaire to your property each month that will be made up of 5 simple yes or no questions to answer. There will only ever be 5 questions in each questionnaire so we promise that this will not take up much of your time.

As our customers you experience our services first hand and can help us to make positive changes.

If you would be interested in helping the Association in this way please email us at admin@trafalgara.co.uk or give us a call on 0141 952 4647.

Community Budget – How would you like to spend it?

We will be setting aside a community budget and we want to hear your ideas on how we should spend this!

What would you want the money to be spent on and how do you think that this will help to make a difference to the community?

Please get in touch and let us know by January 2022. You can do this by calling our office, emailing or writing to us.

We look forward to hearing your great ideas!!



MONEY AND DEBT ADVICE



The Independent Resource Centre provides advice on a wide range of benefits and welfare issues including checking your benefit entitlement and help with filling in benefit application forms. They can also provide you with advice on any problems you have with money, budgeting or debt.

Should you wish to talk to them they can be contacted on 0141 951 4040 or email them at info@irc-clydebank.co.uk they are situated at 627 Dumbarton Road, Dalmuir G81 4ET.



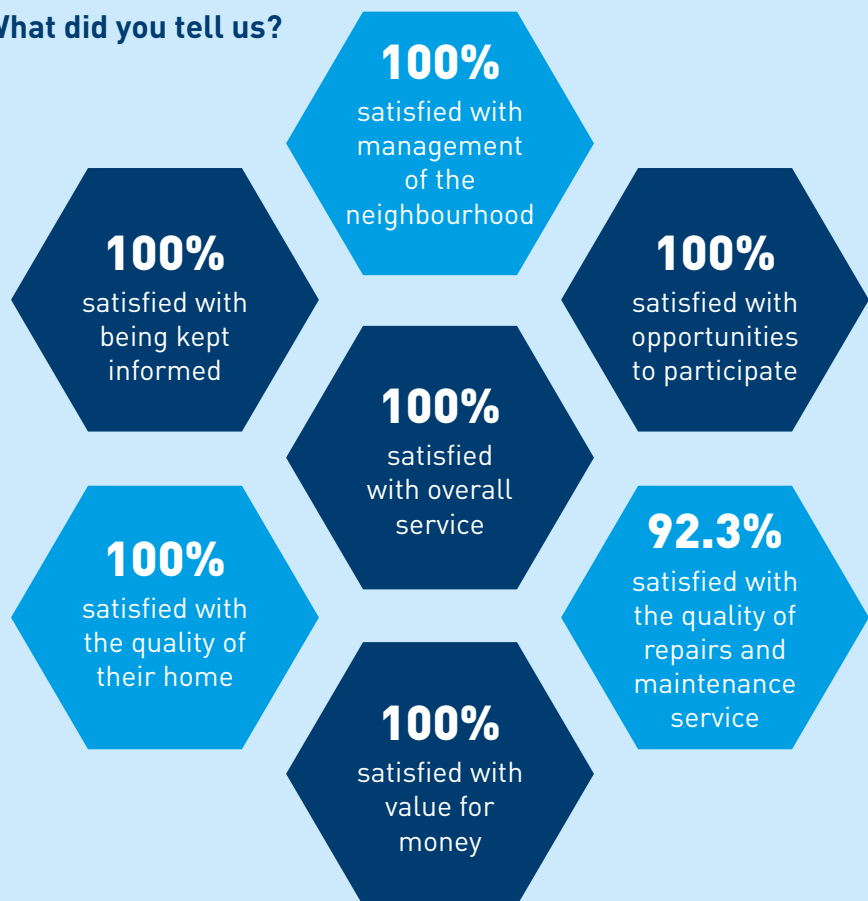
Trafalgar Housing Association Quarterly Tenant Satisfaction Results

Every quarter the Association carries out tenant satisfaction surveys to obtain your views on the services we provide.

This information is reported back to the Scottish Housing Regulator and it will help us to continuously improve our services and ensure that they are designed and delivered to meet your needs and expectations.

We would like to say thank you to each person who has taken the time to provide us with feedback to help drive improvement on the services that we provide.

What did you tell us?



**COMPLETE OUR
NEXT SATISFACTION
SURVEY & YOU WILL
BE ENTERED INTO A
PRIZE DRAW**

By providing us with your views and taking part in our next satisfaction survey you will not only help the work of the Association but you will also be entered into a prize draw for the chance to win a £25 shopping voucher of your choice.



Our Team at Trafalgar Housing Association



Director
Paul McShane



Property Services Manager
Alison Leabody



Housing Officer
Angela Wood



Temporary Admin Officer
Amy Sweeney



Finance Agent
Graeme Bruce



Housing Manager
Chris Chalk



Admin Officer
Sara Pattison



Temporary Admin Assistant
Avril Stone

TALKS, TENANTS & TEA

We will be trialling a monthly tenant zoom call. This will involve tenants meeting virtually with staff members over Zoom to discuss a topic that you feel is of interest. The meeting will be half an hour long so will not take up a lot of your time and will give you the opportunity to discuss any questions that you have with staff.

If you are interested in joining our Zoom session please complete and return the form opposite.

I would be interested in joining the monthly tenants zoom call.

Name

Email

Telephone

Which topic would you like to discuss?

What device will you use to access the meeting?



KIDS PUZZLE



PETS CORNER

We love our pets at Trafalgar and we thought it would be fun to create a regular 'Pets Corner' page in our newsletters for you to showcase your wonderful pets!

Do you have any funny stories or pictures of your pet that would make people smile?

If you do we would love to hear from you and feature these in our next newsletter!

Here are a few of ours..



Thomas resting his eyes after a hard day of work



Toby laughing at his own joke



Lubo the famous fridge raider!



Puppy Rico loved to sit on a slipper

Please get in touch with us and include your stories and photos by email at admin@trafalgarha.co.uk or you can write to us at: Trafalgar Housing Association 430 Dumbarton Road, Dalmuir, Clydebank G81 4DX

Questionnaire

In our Summer Newsletter we included this feedback survey to gain an insight into what you think we are doing well and areas we could improve on.

Thank you to everyone who took the time to fill out our questionnaire and return it to us, your feedback is very valuable to

us. We are hoping that this time we will receive a higher response rate and we would be grateful if you could complete our questionnaire and return it to us. By doing this you are helping us to make positive changes to the services that we provide you with.

Tell us what you think we are doing well

- ☐ High quality repairs
- ☐ Repairs are always completed quickly once they are reported
- ☐ Friendly and helpful staff
- ☐ Communicating with the community
- ☐ Providing reliable services
- ☐ Ensuring outdoor areas are clean and tidy
- ☐ Following up on complaints
- ☐ Providing interior upgrades and medical adaptations
- ☐ Easy to contact
- ☐ Providing helpful advice whenever needed
- ☐ Efficient tradesmen
- ☐ Garden maintenance
- ☐ Following up on reported issues
- ☐ Health and safety checks
- ☐ Estate management
- ☐ Maintaining common areas
- ☐ Drainage
- ☐ Pest Control
- ☐ Not much due to the pandemic
- ☐ Website

Tell us what you think we could improve

- ☐ Nothing at all, I think everything you are doing is great!
- ☐ I think you are doing a good job
- ☐ Untidy outdoor areas
- ☐ Better internal home improvements
- ☐ Rubbish removal
- ☐ Maintenance checks
- ☐ Quality of repairs
- ☐ Anti-social behaviour
- ☐ Estate management
- ☐ Following up on any issues reported
- ☐ Maintaining common areas
- ☐ Drainage
- ☐ Pest control
- ☐ Communicating with the community
- ☐ Social Media and Website
- ☐ Frequency of newsletters
- ☐ Support and advice
- ☐ Be stricter with animal owners who do not clean up after their pets

Please return your completed questionnaire by post to:
Trafalgar Housing Association, 430A Dumbarton Rd, Dalmuir, Clydebank G81 4DX

Trafalgar Housing Association, 430a Dumbarton
Road, Dalmuir, Clydebank G81 4DX
Tel: 0141 952 4676
www.trafalgarha.co.uk



SCAN ME