

newsletter

THE NEWSLETTER OF TRAFALGAR HOUSING ASSOCIATION



*Merry
Christmas*

and a Happy New Year from all at
Trafalgar Housing Association

CHRISTMAS OFFICE CLOSURE

The office will close on
Wednesday, 23rd December at
4.00pm and reopen on Tuesday,
5th January 2021 at 9.30am.

If you have an emergency please
use our Emergency Contact
number Bield Response 24
0800 783 7937.

Message from our Director

This year has been extremely difficult for us all. Our office has been shut to the public since March, and our contact with residents cut to a bare minimum in most cases. Yet despite this, we have managed to keep going, carrying out emergency and urgent repairs, and have also managed to install some new kitchens and boilers when it has been safe to do so. Our contractors, and staff who have been working remotely in the main, have tried hard to maintain services where possible and we appreciate their efforts and those of our residents who have been most cooperative in almost all cases.

There is some light at the end of the tunnel now with vaccines on the way, but it is essential that

residents continue to follow guidance issued by the Scottish Government and Health Boards to keep our communities safe.

We would ask that you continue to bear with us over the festive period, stay safe and look forward to a better year ahead, we would encourage you to look on our website at www.trafalgarha.co.uk for updates and keep our emergency contact numbers close at hand over the festive period.

From all the Committee and Staff we wish you a very Merry Christmas and a Happy New Year.

Paul McShane
Director



AGM

This year our AGM was very different from usual as we had to hold it virtually over ZOOM. Despite this we still had a fantastic turnout with over 20 Shareholders attending. Thank you to those who were able to attend. Hopefully next year normal service will resume!

PREPARING FOR WINTER

Nobody wants to have to deal with an emergency during the holiday period. Here are some simple but effective measures you can take to protect both yourself and your home during this time:

- Before calling out the association's gas engineer for an emergency repair, please ensure there is credit in your pre-payment meter.
- Find out who your electricity, gas and water suppliers are (the information will be on your utility bills) and take a note of their emergency contact information should you need them.
- Leave background heating on if cold weather is expected or you are planning a holiday over this period. This stops your pipes freezing up in a cold snap.
- Consider leaving contact details or keys with a trusted neighbour or relative if you are going away in case you have left a tap on or something happens. Damage can be much worse if no one can get to deal with a problem.
- Be careful with candles and Christmas lighting – they look nice, but should be under supervision at all times or turned off when vacating the property.
- Check batteries in your smoke detector and stock up on torch batteries in case of power cut – a torch is safer to use than candles especially if children are around.
- Check all medical supplies are in order and prevention plans are in place should you be unable to get to your local pharmacy. Ultimately, think of your neighbours and look to assist where possible. The simple kindness of even clearing snow from a neighbour's path goes a long way at this time.

Winter can bring extra problems – here are some hints to help you:

- Make sure you know where the stopcock is (often under the kitchen sink) and check it. If the stopcock does not work, contact our office.
- Check that overflows are not running as these could freeze and cause damage.
- If you're away (holiday etc) then keeping a minimal level of heat in the property to stop things freezing would be sensible if cold temperatures are expected.
- If thermostatic controls are available then try to maintain a consistent temperature of between 18-21 degrees.
- It is better to keep the heating on a lower heat for a longer period than quick blasts of higher heat.
- If cost is a factor then at least try to heat at key times of moisture production (cooking/showering/laundry) to avoid damp and mould problems.

If trouble strikes:

- If cold water pipes freeze, turn off the main stopcock. Never use a naked flame to thaw pipes – apply gentle heat, e.g. hairdryer.
- If hot water or heating pipes freeze, call the office or emergency number. Make sure that you turn off any heating appliances.
- If a pipe bursts, turn off the main stopcock and turn on the taps to drain the system quickly. Switch off all heating appliances and call the office or emergency number.

Getting the most out of your heating:

- Understand your heating system – if you are not clear on how to use and control the heating system then take the time to find out. This will improve conditions and may also save money.

Please do not pour cooking oil & fat down drains

- With extra cooking over the festive holidays please remember not to pour waste cooking oils and hot fats down the sink as this can cause blockages – let the oil cool and put it in the bin, or collect it in a container and mix with nuts and breadcrumbs to make a tasty treat for garden birds.

USEFUL TIPS!

If your central heating breaks down/not working check the following:

- Is the power to the appliances turned on?
- Is the boiler thermostat set correctly?
- Is the timer switch set at the correct time?
- Is the room thermostat set properly?
- If you have a prepayment gas meter does it have credit?

Bin Uplifts

West Dunbartonshire Council have advised there is no change to the collections day for bin uplifts over the festive period.



Funding Application

Dalmuir Park Housing Association and Trafalgar Housing Association jointly applied for funding to the Scottish Government from the Community Fund, and received £21,000.

We provided activity packs for our primary school age children and our older tenants, our older tenants also received a fish supper voucher for McMonagles during the summer months.

We would like to thank Dalmuir Park Housing Association staff for all their hard work in organising the packs.

Smoke Alarm Upgrades

We have started the upgrades and will continue until all our properties have smoke/heat alarms installed. Our contractors carrying out the upgrades are Garring Ltd and Clyde Electrical Solutions. Please contact the office if you would like to make an appointment for the electrician to call out and install the alarms.

Lomond and Clyde Care & Repair

Lomond and Clyde Care & Repair help elderly and disabled people within West Dunbartonshire with home improvements/repairs/disabled adaptations/small repairs/home safety/home security audits.

The Service is available to residents of West Dunbartonshire aged 60 and above or with a disability.

Small Repairs Service

Are you aged 60 or over, or are you disabled?

Lomond and Clyde Small Repairs Service will complete minor repairs, tasks & small jobs around the home in order to contribute to your well-being and safety. Our Service is available to people aged 60 or over, and to people living with a disability, across all tenures including home owners, privately rented tenants and Council and Housing Association tenants; although we cannot carry out repairs which are the responsibility of your landlord.

We normally do not charge for labour, we only charge for materials

We will discuss any costs prior to works being carried out, if applicable.

Home Safety/Security Survey

Lomond and Clyde Small Repairs Service will visit your home to carry out an assessment to highlight any hazards within your home. This will include safety issues such as tripping hazards; loose carpets, unsecured threshold bars, etc., unsafe electrics and security issues, such as inadequate door locks.

As part of the assessment we offer the following services:

- Fire safety check by Scottish Fire and Rescue Service
- Signposting to other agencies who may be able to help you. i.e. Welfare Rights for Benefits advice.

Management Committee

This year has been a very challenging year and we would like to thank our Management Committee for their on-going commitment and adapting to the difficult times we have faced throughout this year.

We currently have 11 members on our Management Committee made up of professionals and local residents and we would like to remind anyone who is interested in the joining the committee to contact the office to discuss it further.

Scottish Child Payment

Scottish Child Payment is a new benefit you can apply for whether you are in work or not, as long as you are getting one or more of the following benefits

- Universal Credit
- Child Tax Credit
- Income Support
- Working Tax Credit
- Pension Credit

- Income Based Job seekers allowance (JSA)
- Income related Employment and Support Allowance (ESA)

It's a weekly payment of £10 that you can get for every child you look after who's under 6 years of age. To make your claim you can telephone Social Security Scotland on 0800 182222 or alternatively apply online.



#End Period Poverty Access to free sanitary products

Scotland has become the first country in the world to make period products free for all.

While some community collection venues are temporarily closed during COVID-19, **free sanitary products** including **Menstrual Cups**, will continue to be available throughout West Dunbartonshire using an online ordering service.

Complete your online order by using this link:
<https://www.surveymonkey.co.uk/r/Z7RZLRY>

You will be asked to provide your name and address to our suppliers Hey Girls UK, which will only be used for the purpose of delivering free sanitary products to you. Anyone who has a period is welcome to use this free service, but you must live in West Dunbartonshire and provide a West Dunbartonshire post code for delivery. Delivery can take 2-3 weeks to arrive, and will be sent via Royal Mail.

Packs will include options of:

- 3 months supply of day time and night time towels and tampons
- **Menstrual Cups** plus Steriliser Pot

Information on how to use Menstrual Cups is available at:
<https://www.youtube.com/watch?v=GDA3JH8P7RQ>

and

<https://www.youtube.com/watch?v=355evkUu0vE>

Menstrual cups can be worn for up to 12 hours, and can last around 7-10 years
<https://www.heygirls.co.uk/enviromenstrual-week-reusable-period-products/>



For further information about this service please contact:

Hazel Lindsay, Working4U Development Officer, West Dunbartonshire Council Mobile: 07775545522

Christmas Card Competition Winners

This year's winning card is drawn by Meadow Macphie aged 8 & Daisy Macphie aged 6. The girls were very excited to come in to the office to collect their selection boxes and vouchers.



MEDICAL ADAPTATIONS

If you or a member of your household are struggling to live in your own home because of a medical condition and think that there is any equipment or alteration that could be made within your property to make life easier, you can contact West Dunbartonshire Council and ask for a visit from an Occupational Therapist. They will come out and visit you at home and make recommendations to the association of what work could be done to assist you. The association receives Government funding every year to carry out medical adaptations so please don't suffer in silence. The telephone number is 01389 811 760. If you would like further information contact the association's office.



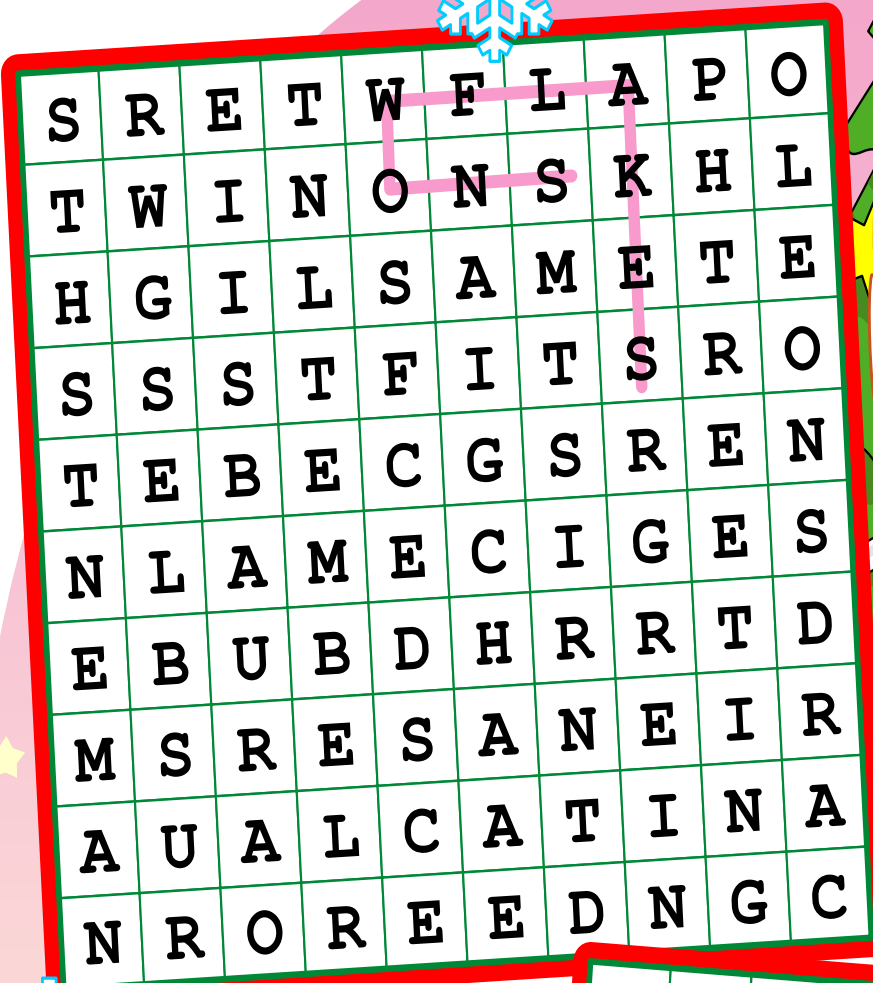
Changes to close cleaning services over the festive period

Over the Christmas period there will be a few changes to the close cleaning days.

- Closes cleaned on a Tuesday will be cleaned on Tuesday 22 December and Tuesday 05 January 2021
- Closes cleaned on a Friday will be cleaned on Tuesday 29 December and Friday 08 January 2021.

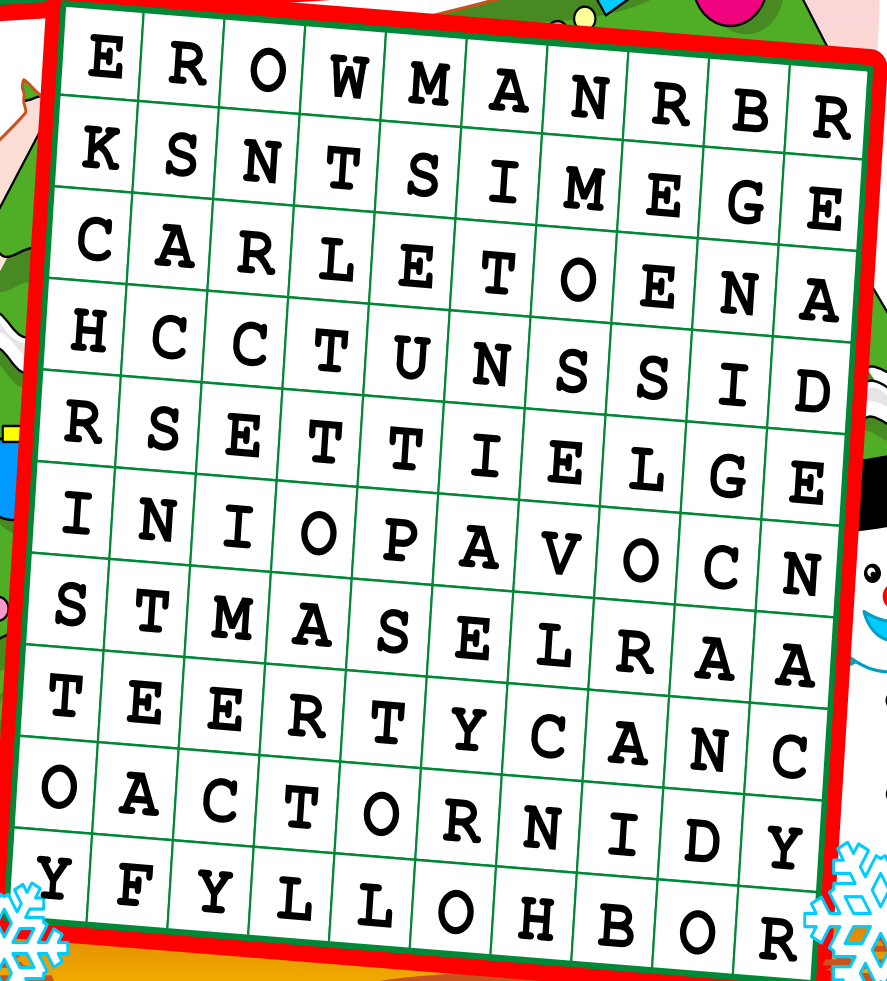


FESTIVE PUZZLE - JUST FOR FUN



BAUBLES
CANDY CANE
CAROLS
CHRISTMAS LIGHTS
CHRISTMAS TREE
DECEMBER
ELVES
GIFTS
GINGERBREAD
GREETING CARDS
HOLLY

MISTLETOE
NORTH POLE
NUTCRACKER
ORNAMENTS
POINSETTIA
REINDEER
ROBIN
SANTA CLAUS
SNOWFLAKES
SNOWMAN
TOY FACTORY
WINTER



Gas Servicing - we need access!

As a responsible and caring landlord we take you and your family's safety seriously, one area that is of extreme importance is our annual gas safety inspections of your gas boiler.

This is something that we are legally obliged to do and it is something that we take a great deal of time and care over to ensure that every property receives a service prior to its due date.

The process for annual servicing requires co-operation from our tenants to provide access to allow our contractor to complete the service. In advance of your service, they will contact you by text, telephone or letter, and arrange a date suitable for you to be at home to allow them

access to your property in order to complete the safety inspection. Providing access for this is a condition of your Tenancy Agreement. If you fail to provide access to your home or fail to contact us to arrange an alternative appointment 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 also remember that if you have a pre-payment electric or gas meter then you will need to have credit on your gas and electric meter for this to be completed.

USEFUL CONTACTS

Independent Resource Centre	0141 951 4040
Housing Benefit	01389 738555
Refuse Collection	01389 737000
West Dunbartonshire Council Tax	01389 737444
Social Work	0141 562 8800
Social Work OOH	0300 343 1505
Emergency Police/Fire/Ambulance	999
Non-Emergency Police	101
NHS 24	111
West Dunbartonshire Council	
Homeless Persons	01389 776400
West Dunbartonshire Council	
Homeless Persons OOH	0800 197 1004
Clydebank Womens Aid	0141 952 8118

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SCAN ME