

**DUNBRITTON**  
HOUSING ASSOCIATION

*Together we can...*

Summer 2024 Edition

# NEWS



## **SIGNIFICANT DATES:**

**McMillian Coffee Morning:**  
Friday 30 August 2024 at 10am

**AGM:** 11 September 2024 at 6pm

## **OFFICE CLOSURES:**

**Glasgow Fair:** Friday 12 July 2024 -  
Monday 15 July 2024

**September Weekend:** Friday 27 September  
2024 – Monday 30 September 2024

# Join Us for Our Next Estate Walkabout on July 30th!

On 30th April, we celebrated the first joint estate walkabout of the spring-summer season with our dedicated housing officer, Lyndsey McGillion, and the wonderful residents of our community. Despite the typically Scottish weather, with rain pouring down, one enthusiastic resident braved the elements to join Lyndsey for a productive and insightful walk around the estate.

Many residents who couldn't make it on the day reached out to share their thoughts and concerns about parking and bin collection. We appreciate your input and are committed to addressing these issues.

We are excited to announce that Lyndsey will be conducting another estate walkabout on **Tuesday, 30 July 2024**, from **10:00 to 11:30 am**. We will be meeting at the corner of

the garages at 75 Fisher Place, G84 9RL. This is a fantastic opportunity for residents of Fisher, Malcolm, and Nelson Place to connect with Lyndsey, discuss our community, and share your valuable comments and suggestions.

*We look forward to seeing you there and continuing to make our community an even better place to live!*

## Updating Your Household Details

To ensure we can communicate with you efficiently and minimise postage costs, it's important to keep your contact details up to date.

If you have a new phone number or email address, please notify us by speaking with your Housing Officer or calling our office at **01389 761486** and selecting option 2.

To protect your rights to assignation or succession, inform us immediately of any changes in your household. If someone is moving into your property, you must obtain permission from us.

Providing your email address is essential as future surveys will be conducted via email. This not only reduces paper and postage costs, helping the environment, but also minimises the Association's expenses.

We understand the importance of your personal information and ensure that all details are managed according to our policies and the General Data Protection Regulation (GDPR).

Thank you for helping us keep your information up to date.







# New Welfare Rights Service

**citizens  
advice  
scotland**

**Contact your Housing Officer for referral to Phil  
at Citizens Advice Bureau – 01389 761486 option 2.**

WDCAB provides a free, confidential and impartial service for all residents of West Dunbartonshire and Dunbritton Tenants who reside in Argyll & Bute. We offer advice, assistance and representation on a range of issues from Debt and Benefits, Housing, Energy Suppliers, Consumer Rights, Employment and many other issues. We

have trained Advisers and a comprehensive information system that we refer to, so you can be sure that the service we provide is reliable and up to date.

Even where we can't help directly with an issue we can advise where to get the help and support that you need. We can be contacted directly on **0800 4840136 Monday to Thursday 8.30am to 4pm.**

We are now working with Dunbritton Housing Association to take referrals from Housing Officers. This means that any tenant of the DHA, whether you live in West Dunbartonshire or Argyll and Bute, can be referred to us. If you are experiencing difficulties, we would encourage you to talk to your Housing Officer who can make a referral to us.



# Join the Dunbritton Housing Association Armchair Critics Group (ACG)



## Your Voice Matters!

We are excited to invite any our tenants to join the **Armchair Critics Group (ACG)** at Dunbritton Housing Association. At Dunbritton, your opinions are invaluable to us, and we strongly believe in the power of open dialogue. The ACG is a unique platform created exclusively for our tenants to voice their thoughts, offer feedback, and actively participate in shaping our policies for the future—all from the comfort of your own home.

## Who Should Join?

The Armchair Critics Group is perfect for tenants who are passionate about community involvement but don't want to leave the comfort of their home. It's ideal for residents who:

- Are eager to voice their opinions
- Want to suggest improvements
- Aim to actively shape our future without leaving their own home

## What is the ACG?

The ACG is a community-driven initiative designed to encourage active participation from every tenant within Dunbritton Housing Association. It serves as a collective voice, allowing you to:

- Express your thoughts
- Share insights
- Contribute ideas on various aspects of community living and our Policies

## Why Join?

By joining the ACG, you can:

- Be part of positive change
- Share creative solutions
- Enhance our communities

## How to Express Your Interest?

If this sounds like you, we'd love to hear from you! To express your interest, please:  
email us at [admin@dunbritton.org.uk](mailto:admin@dunbritton.org.uk) or call **01389 761486** option 2

Join us in making a difference and shaping the future of our communities!





# Housing (Scotland) Bill 2024

## Overview

The Bill has six main Parts.

The Bill makes changes in the law in relation to housing. These changes cover protections for tenants, preventing homelessness, and other housing matters. The Bill is at Stage 1.

**Part 1** relates to the rent paid by tenants under private residential tenancies. It includes:

- duties on local authorities to assess rent conditions in their area, at least once every 5 years
- powers for Scottish Ministers to introduce rent control areas and place limits on rent increases
- restrictions on rent increases at the start of a tenancy in rent control areas
- limits on how often rent can increase during a tenancy both in and outside rent control areas.

**Part 2** places duties on the First-tier Tribunal for Scotland and the courts. This includes considering delays to carrying out an eviction order for private and social housing tenants. It also changes how damages for unlawful eviction are calculated.

**Part 3** introduces new rights:

- for private and social housing tenants to request to keep a pet
- for private housing tenants to make changes to the property they are renting.

**Part 4** makes changes to other matters affecting tenants, including:

- allowing unclaimed deposits to be paid to the Scottish Ministers or into another fund so that they can be used to provide support to private tenants across Scotland
- allowing a single joint tenant to end a joint tenancy
- giving Scottish Ministers the power to convert assured tenancies into private residential tenancies.

**Part 5** of the Bill relates to homelessness prevention. Changes include:

- making relevant bodies, such as health boards or the police, ask if an individual is homeless or at risk of homelessness, and making them take action if they are.
- making local authorities act sooner to prevent homelessness by taking reasonable steps
- making social landlords put in place support for tenants if they are overdue on rent due to domestic abuse
- making social landlords have a policy which sets out how they will support tenants who are at risk of homelessness due to domestic abuse.

**Part 6** deals with other housing matters including:

- changing the way mobile home pitch fees are calculated so increases follow the Consumer Prices Index (CPI) rather than the Retail Prices Index (RPI)
- changing the reporting and consultation requirements in the Fuel Poverty (Targets, Definition and Strategy) (Scotland) Act 2019 and removing some limits on the operating costs of the Scottish Fuel Poverty Advisory Panel
- allowing the Scottish Public Services Ombudsman (who investigates, reports on and helps settle complaints) to share information with the new homes ombudsman for the UK.

We will continue to update you on the Housing Bill as it progressed and enacted through the Scottish Parliament.

# Community Links Scotland - Energy Advice Service

Community Links Scotland is thrilled to announce the successful acquisition of funding from the Energy Industry Voluntary Redress Scheme. This funding will ensure the continuation of our Energy Advice Service, benefiting the Associations tenants and residents across both West Dunbartonshire and Argyll and Bute.

Their dedicated team, comprising Jim, Emma, and Fatemeh, has already made a significant impact. They have supported 900 households in accessing over £100,000 worth of energy vouchers and provided in-depth advice and support to 183 households, resulting in household savings exceeding £45,000. To date, 140 Dunbritton Housing Association households in West Dunbartonshire and Argyll and Bute have realised the benefits of this project.

The advisors offer a wide range of services, including advice and support on bills and tariffs, keeping homes warm, preventing condensation and mould, avoiding potential disconnection



due to debt, and liaising with suppliers. This comprehensive support is designed to help our community manage energy costs more effectively and improve their overall quality of life.

## Assistance to help Tenant Overcome Heating Challenges

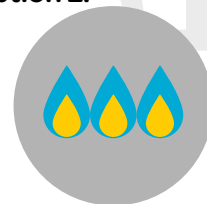
CLS recently helped a tenant with poor mobility, who was struggling with high energy bills and an incorrect tariff.

An assessor from CLS, the housing association representative, visited the tenant and found the house cold due to a faulty heating meter. an engineer was called to fix the meter, which required reprogramming by the supplier.

The tenant was added to a Priority Service Register, and an emergency home visit. Was arranged within four hours, the meter was fixed, and the timer reset to meet

The assessor also applied to the Home Heating Advice Fund and secured £550 providing vital support through the winter months.

**For more information or if you wish to discuss any energy issues or arrange a home visit, please contact the team on 0141 952 4382 or email them at [energy@comlinks.org.uk](mailto:energy@comlinks.org.uk) alternatively, contact your Housing Officer on 01389 761486 option 2.**





# Tenant Scrutiny Group (TSG)



At Dunbritton Housing Association, tenant participation is integral to our community-driven approach. We deeply value the active involvement of our tenants in the decision-making processes, ensuring their voices are heard and their concerns addressed. Through regular meetings, consultations, and feedback sessions, we foster a collaborative environment where tenants actively contribute to shaping our housing policies and services.

## Why Join the Tenant Scrutiny Group?

- **Influence Housing Policies:** Directly impact the decisions that affect your living environment and community.
- **Collaborate with Others:** Work alongside fellow tenants and Association members to foster a stronger, more inclusive community.
- **Enhance Transparency:** Help promote transparency in the Association's operations and decision-making processes.
- **Improve Living Experience:** Your insights and feedback will directly contribute to enhancing the overall living experience for all residents.
- **Empowerment:** Gain the opportunity to influence the Association's direction positively, ensuring it aligns with the needs and preferences of the community.

## How We Engage Tenants:

- **Regular Meetings:** Scheduled sessions where tenants can discuss and provide input on various issues.
- **Consultations:** Gather tenant opinions and suggestions on proposed changes or new initiatives.
- **Feedback Sessions:** Continuous opportunities to provide feedback on services and policies.

## Get Involved!

We invite you to join the Tenant Scrutiny Group at Dunbritton Housing Association. This is a unique opportunity to actively participate in shaping a better housing future. Your involvement is crucial to our commitment to providing safe, secure, and supportive housing solutions tailored to the needs of our community.

### Interested in Joining?

Email: [admin@dunbritton.org.uk](mailto:admin@dunbritton.org.uk)

Phone: 01389 761486 (Option 2)

Join us in making a difference and ensuring your voice contributes to a stronger, more vibrant community!

# Stay Connected with Near Me at Dunbritton

## Convenient Remote Communication

We are pleased to continue offering the Near Me service at Dunbritton Housing Association. Originally created by the NHS, Near Me is a free video appointment service that allows us to communicate with our tenants remotely using devices such as laptops, mobile phones, tablets, iPads, and computers with a webcam.

## Why Use Near Me?

Due to our location, traveling to and from appointments can be time-consuming. The Near Me service helps alleviate this issue, allowing for longer, more productive appointments to resolve any concerns or queries you may have.

## What Can Near Me Be Used For?

Near Me is versatile and can be used for various appointments, including:

- Assistance with completing your application form
- Allocation visits
- Completing mutual exchanges (we've even facilitated a mutual exchange in London!)

## How to Arrange a Near Me Appointment

If you wish to arrange a Near Me appointment, please contact us:

- By phone at **01389 761486**
- Or by email at **admin@dunbritton.org.uk**

A staff member will be happy to arrange an appointment at your convenience.

Stay connected and make the most of the services we offer—right from the comfort of your home!





# New Tenants



The association recently conducted new tenant settlements visits, where tenants expressed their satisfaction and enjoyment of their new homes.



One of the new tenants celebrated a special birthday and was presented with a bouquet and card from Dunbritton Housing Association to mark the occasion.



## John Street Courtyard

Recently the association completed a glow up of the courtyard at John Street, this was following a discussion with residents who wanted to get out in the courtyard and grow some flowers in the planters that are in place. The association arranged for old and damaged planters to be removed and a jet wash of the monobloc.

As you can see the courtyard is now looking a lot better.





# Annual Garden Competition and Good Neighbour Award 2024

Your chance to **WIN £50!**

## Garden Competition

It's that time of year again where you can get out into the fresh air and prepare to showcase your beautiful gardens and have an added bonus of winning £50.00.

We love the effort our tenants put into keeping their gardens and neighbourhoods looking their best.

We will be judging gardens throughout our developments and will be inviting and awarding prizes to the winners at our AGM in September.

There will be two winners, one for West Dunbartonshire and one from Argyll & Bute, we will feature photos of your lovely gardens in our newsletter.

If you would like to nominate yourself or a neighbour for our competition, please send your details to **admin@dunbritton.org.uk** the only qualification for entry is that you are a tenant of Dunbritton HA and you were not last year's winner.

## Good Neighbour

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. This might be through helping a neighbour with shopping, cutting their grass, or generally just looking out for someone less fortunate than themselves.

To have a chance of winning the £50 prize, let us know who your local hero has been. The winner of this award receives £50 gift card.

We would also like the winner to be featured in an article in our next newsletter with information on why they won the award.

If you would like to nominate a neighbour for our Good Neighbour Award, you can do this by contacting by e-mail at **admin@dunbritton.org.uk** or by giving us a call on **01389 761486** and selecting option 2.

The winners in each category will receive a £50.00 gift card which will be presented at our **Annual General Meeting in September 2024**.





# Garden and Driveway Maintenance Tips for Summer

As a tenant of Dunbritton Housing Association, maintaining your garden and driveway is part of your responsibilities. While summer weather can pose challenges, it also brings opportunities to enhance your outdoor space. Here are some tips to keep your garden and driveway in excellent condition during the summer months:

## Lawn Care

- **Regular Mowing:** During the spring and summer, the grass grows faster and requires regular mowing, typically every two weeks, depending on the weather.
- **Need Assistance?:** If you're unable to maintain your garden, check if you qualify for assistance. You can apply online for garden maintenance services through West Dunbartonshire Council at [Garden maintenance | West Dunbartonshire Council](#).

## Driveway Care

- **Regular Sweeping:** Keep your driveway clean by sweeping it regularly to remove debris, leaves, and dirt.
- **Deep Cleaning:** Use a pressure washer occasionally to thoroughly clean the driveway surface.
- **Weed Control:** Remove weeds that grow between the cracks in the driveway. Applying a weed killer or using natural methods like vinegar can help prevent weed growth.

By following these tips, you can ensure your garden and driveway remain tidy and well-maintained throughout the summer. Happy gardening!

# Exciting Energy Efficiency Project Launched in Rosneath and Kilcreggan

The Association is thrilled to announce the commencement of a major energy efficiency project for properties in Rosneath and Kilcreggan. After several years of diligent efforts to secure adequate funding, a significant milestone has been reached. In collaboration with Procurement for Housing and Pro-cast Construction Energy and Property, a £2.4 million project is now underway.

This ambitious initiative includes several key upgrades aimed at enhancing the energy efficiency of our homes. Solar panels will be installed on roofs, electrical consumer units will be upgraded, and fascia and soffits will be renewed. Additionally, windows will be replaced with triple-glazed units, significantly improving insulation.

A major highlight of this project is the replacement of existing electric wet heating systems with state-of-the-art air source heat pumps. These pumps, coupled with new radiators and room thermostats, promise to provide more efficient heating solutions for our tenants.

Further enhancements include cavity filling to meet British standards, installation of external wall insulation, and complete wall rendering. These improvements are not only expected to significantly boost the energy efficiency of the properties but also ensure a more comfortable living environment for our residents.

This project marks a substantial step forward in our commitment to providing energy-efficient and comfortable homes for our community. We look forward to the positive impact these upgrades will have on the quality of life for our tenants.





# Electrical Compliance Inspections

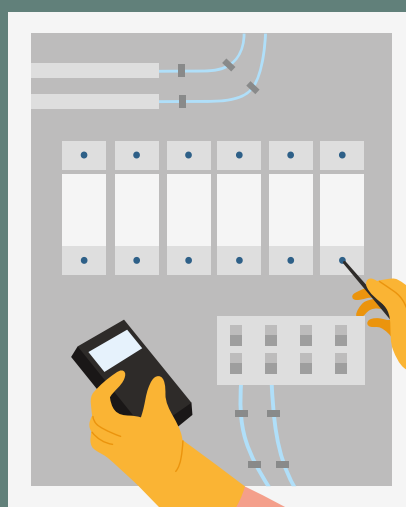
In accordance with electrical safety regulation, we are required to check electrical installations at each of our properties on a cyclical basis.

Our contractor, Ledgerwood Electricians & Electrical Contractors, inspect the overall condition of electrical installations at the property, and provide Dunbritton Housing Association with a report; an Electrical installation condition report (EICR).

On completion of the inspection, the report is returned to the Association, and any recommendations made by the contractor are actioned by the Asset Management Department.

To meet safety legislation guidelines, these inspections are carried out every five years. The work takes approximately one hour to complete within each property. Any small remedial works are carried out at the time of the visit.

Please note as these inspections are required by regulation, if we can't access the property and have exhausted all other options, we will then have no alternative but to force access to ensure the Electrical wiring within your property is safe. This would be implemented in order for the Association to meet our legal obligations.



## Protect Your Electric Shower!

**Attention electric shower users!** Keep your shower running smoothly by sticking with the standard shower head. Our electricians have noticed a surge in shower replacements, often due to damage caused by non-standard shower heads.

Fancy shower heads that light up or boost water pressure might look tempting, but they can restrict water flow and cause pressure to build up, leading to

costly breakdowns. Avoid the inconvenience and expense (over £300 for a new unit and installation) by not swapping out the original shower head.

If your shower head needs replacing due to wear and tear, simply report it to us. We'll ensure it's replaced with the correct part to keep your shower in top shape.

Stay smart and stick with the original – your wallet will thank you!



# Annual Complaints Performance Report

Dunbritton Housing Association is committed to providing high-quality customer service. We value feedback (negative or positive) as this helps us to ensure that we are providing a service that meets the needs of our customers. If you are unhappy about any aspect of our service, please contact a member of staff who will be happy to assist, a copy of our Complaints Handling Procedure can be found on our website or on request from the office.

Complaints that can be resolved at the first point of contact are called stage one complaints; more complicated complaints that require investigation are defined as stage two. Last year we received 61 complaints, of which 24 were upheld. Where a complaint is upheld, the relevant manager will look at the complaint

and ensure that lessons are learnt from this. The details of all complaints are also reported to the Board on a quarterly basis.

We responded to 100% of these complaints within the agreed timescales of five working days for stage one, and twenty working days for stage two.

	1 <sup>st</sup> stage	2 <sup>nd</sup> stage
Complaints received in year	43	18
Average time to resolve	2.05 days	7.83 days
Upheld	21	3
Percent upheld	48.84%	16.67%

We have received some complaints regarding repairs that were not completed due to our contractors being unable to source necessary parts. We have addressed this issue with our repairs contractor and requested that they maintain a stock of common parts to facilitate repairs during the first visit. However, we acknowledge that the current shortage of materials may sometimes make this difficult.

Complaints were also received about close cleaning. While our Housing Officers conduct regular inspections, tenant feedback is crucial in assessing the quality of this work. We appreciate all tenants who have reported instances of unsatisfactory cleaning. In response to this feedback, we have appointed a new company to handle our close cleaning contract, aiming to improve the service.

**You said** 'You were not happy with the standard of the ground maintenance'

**We did** We addressed your concerns by reviewing the ground maintenance standards. This involved assessing the current practices and engaging with our maintenance team to implement necessary improvements.

**You said** 'The close has not been cleaned thoroughly'

**We did** We investigated the issue and discussed it with both the tenant and the contractor. To address the concern, we have implemented measures to ensure that cleaning meets higher standards, with ongoing monitoring by the Housing Officer.

# Annual General Meeting - 2024

We are thrilled to announce that this year's Annual General Meeting (AGM) will be held in person at The Helensburgh & Lomond Civic Centre on Wednesday, 11 September at 6 PM. For those who cannot attend in person, virtual attendance will be available via Zoom.

The AGM is a formal meeting where Association members receive a detailed overview of the past year, including updates from the Chair, a financial report from our auditors, and a performance summary from the Chief Executive Officer. The evening will also feature a prize draw and buffet.

Members will receive a formal invitation closer to the event with information on how to reach the venue and attend virtually. We are dedicated to ensuring that everyone can participate, so we are happy to provide IT assistance or transport for those who need it.

During the AGM, the Board for the coming year will be elected. The Board is composed of volunteers who work closely with the Management Team to establish the Association's long-term strategy and monitor our performance. Board Members generously volunteer their time, and their contributions are crucial to our operations.

If any matters require a vote, Association Members will have the opportunity to do so at the AGM.

Becoming a lifetime member of the Association costs just £1. Membership benefits include the right to:

- Attend the AGM and vote on important matters.
- Apply to become a Board Member and influence the Association's direction.

For more information about membership, please contact the Corporate Services Team at **01389 761 486**, option 4, or email [corporate.services@dunbritton.org.uk](mailto:corporate.services@dunbritton.org.uk).



## Much-Needed New Homes Delivered in Argyll & Bute

### New Development at Jeanie Deans, Helensburgh

We are excited to announce that our development at Jeanie Deans, Helensburgh is now completed. This project brings 12 high-quality, affordable homes to the Helensburgh area.

The development features a variety of 1 and 2-bedroom properties, all finished to an exceptional standard with highly efficient heating systems, and quality kitchens and bathrooms.

We hope the new residents are enjoying their new homes!





# Dunbritton Continues to Support Local Communities

At Dunbritton, our commitment to supporting local community groups and events remains steadfast.

Last year, through our Community Support Fund, we proudly provided grants totalling £5,000 to deserving causes. These ranged from children's football teams to food banks, reflecting our dedication to making a positive impact where it's needed most.

We are thrilled to announce that we've already made our first award to the local food bank! The grant will be used to purchase food stock for emergency food aid parcels, the foodbank are providing over 150 emergency food aid parcels each week to people in our community.

This year, our Panel is once again open for applications. If you're based in our area of operation and are providing a service to the local community, we encourage you to apply for our fund.

The criteria are as follows:

- It must be a group/charity within our area of operation that is applying
- Grants must be used to support the Association in meeting its Vision and Purpose
- Only one application can be made per group in any 12-month period
- The maximum grant is £500

If you require any further information, please do not hesitate to contact us on **01389-761486** or email **admin@dunbritton.org.uk**.

## Mental Health Support

Mental health challenges can impact individuals at any stage of life. If you or someone you know is facing mental health issues, rest assured that there are dedicated teams there to provide support and assistance.

- **Argyll & Bute Community Mental Health team** – 01546 605517

- **West Dunbartonshire** - 01389-812070
- **Breathing Space** – 0800 83 85 87
- **Mind** – 0300 123 3393 – [www.mind.org.uk](http://www.mind.org.uk)



# New Partnership with Scottish SPCA – Pet Aid

We are excited to share the news of our new partnership with the Scottish SPCA, designed to support our tenants facing financial challenges. This initiative, called "Pet Aid," is dedicated to ensuring that your cherished pets are well-fed during difficult times.

## Ensuring Pet Well-being

We understand the emotional and psychological comfort that pets provide, especially during tough periods. Our goal is to alleviate any concerns you may have about feeding your pets. Through this partnership,

we proudly offer a variety of cat and dog food options to those in need.

## How to Access Pet Aid

If you are a tenant experiencing financial hardship and believe this initiative could help, please don't hesitate to reach out. Contact us at 01389-761486 and ask to speak with a member of our Finance and Corporate team. We are here to ensure your pets receive the care they deserve.

Together with the Scottish SPCA, we are dedicated to supporting our community and their pets through

the Pet Aid program. We believe no pet should go hungry and no owner should have to worry about providing for their furry friends in times of need.

We look forward to supporting you and your pets through this wonderful initiative.



# Compliments

## Staff

'Thank you card to thank the Association for the food voucher that was given via the funding that the Association received'

'I would appreciate if you could pass on to Heather and the rest of the office how thankful I am that I got a voucher for farmfoods! You have no idea how much that has helped! I can't thank you enough!'

'Hi, just a small email to say a big thank you to the two lovely housing officers who chatted our door earlier with selection boxes for the kids and lovely smiles to brighten my day up. It was a lovely surprise, and the kids are chuffed. I would like to take this opportunity to wish everyone at Dunbritton a merry Christmas and a further thank you for everything you do.'

## Contractors

'The tenant wished to express her appreciation for the contractor who came from Ledgerwoods to repair her door system. She wished to compliment him for his professionalism, courtesy, and assistance during the repair.'

'I was very impressed by the young man who carried out repair to my bedroom window. His name is Andrew, and he was very polite and cheery. Top marks to Andrew.'

Thank you to Greg and the two contractors (Ledgerwoods and Central Timber Construction) for their service and professionalism throughout her recent repair to her bathroom.'



# All Tenants Welcome to Come Along to Our MacMillan Coffee Morning!

You're warmly invited to join us for a delightful morning of tea, coffee, cakes and conversation, all in support of MacMillan Cancer Support.

**Date:** Friday 30<sup>th</sup> August 2024      **Time:** 10am and 12noon  
**Location:** 1 Hatters Lane, Dumbarton, G82 1AW

Bring your friends, family, and colleagues to enjoy a variety of delicious treats and beverages. Every sip and bite will help make a difference in the lives of those affected by cancer.

Take away tea, coffee and cakes will also be available on the day.

Let's make this a memorable event and contribute to a great cause together.

We hope you can join us and look forward to seeing you!

**Together, we can make a difference.**



## Exciting Changes at Dunbritton: Finance and Corporate Team Merge!

We are thrilled to announce the merge of our Finance and Corporate departments. This significant step has been made possible by our dedicated employees, whose combined talents and experience will undoubtedly drive us toward new heights of success.

We are excited about the opportunities this merge brings and look forward to achieving remarkable milestones together.



# Colouring Competition Winner Announced!

We are thrilled to announce that Zofia is the winner of our colouring competition from the last newsletter! Her beautiful and vibrant artwork truly impressed us. Congratulations, Zofia!



Finance and Corporate

## Prize Draw – Win a Family Day Out for Four!



We have an exciting opportunity for families! Enter our prize draw for a chance to win a fantastic day out for a family of four. Simply tear off the entry form included in this newsletter, fill in your details, and submit it to us by **Friday 2<sup>nd</sup> August 2024**. This is a great chance to enjoy some quality time with your loved ones and create unforgettable memories. Don't miss out – enter now!

We hope these competitions bring joy and excitement to both our young and adult readers. Good luck to everyone participating!

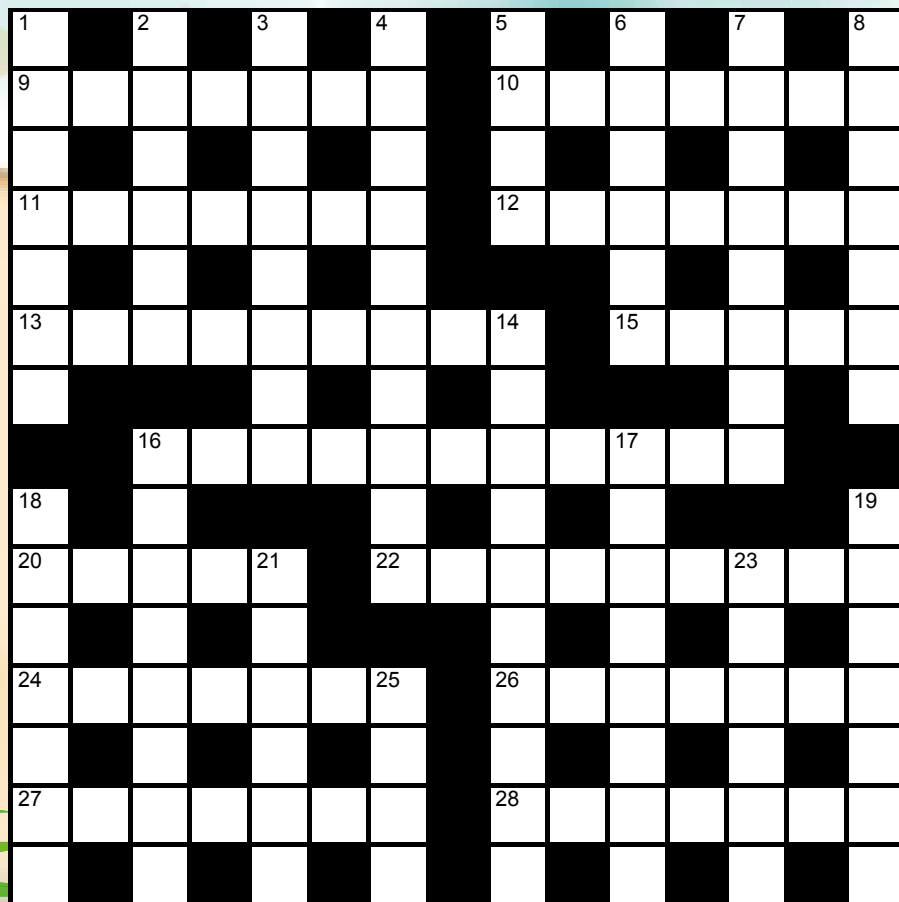
# SUMMER COLOURING COMPETITION

COLOURING  
COMPETITION  
FOR KIDS  
WIN A £50  
VOUCHER!



# Crossword

CROSSWORD  
COMPETITION  
FOR ADULTS  
WIN A £50  
VOUCHER!



## ACROSS

- 9 Hair cleaner (7)
- 10 German measles (7)
- 11 Chatter (7)
- 12 Anxious (7)
- 13 Emphasize (9)
- 15 Astonish (5)
- 16 Decent (11)
- 20 First prime minister of India (5)
- 22 Chinese revolutionary leader (3,3-3)
- 24 Type of chair (7)
- 26 Poorly matched (7)
- 27 Demolish (7)
- 28 Cooking vessel (7)

## DOWN

- 1 Sterile (7)
- 2 Largest desert (6)
- 3 On an upper floor (8)
- 4 Depression from lack of company (10)
- 5 Make beer or ale (4)
- 6 Spain and Portugal (6)
- 7 Last (8)
- 8 Walked like a duck (7)
- 14 Put out (10)
- 16 Practise (8)
- 17 Wrist band (8)
- 18 Indefinite person (7)
- 19 Fishermen (7)
- 21 Yet to arrive (6)
- 23 Squalid (6)
- 25 Supporting ropes (4)

## ENTRY FORM

Name:

Contact Number:

Address:

**For Kids Colouring Competition only:**

Child's Name:

Guardian's Name:

Please tick here if you also wish to enter the **Family Day Out Prize Draw:** ☐

**Entrances should be posted to our office at 1 Hatters Lane, Dumbarton, G82 1AW,  
or e-mail to [admin@dunbritton.org.uk](mailto:admin@dunbritton.org.uk) by Friday 2nd August 2024.**

Having difficulty reading this? Our newsletter can be made available on talking book or as a text only large print version. Please contact us if you would like to be added to our list for either of these, for this and all future newsletters.



Dunbritton Housing Association Ltd, 1 Hatters Lane, Dumbarton, G82 1AW

Serving the Communities of Helensburgh & Lomond, Dumbarton and Vale of Leven since 1992

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Scottish Charity No. SC036518 | SHR Registration No. 260 | Property Factor Register No. PF000313 | VAT Registration No. 125 452 825

Web: [www.dunbritton.org.uk](http://www.dunbritton.org.uk) | Email: [admin@dunbritton.org.uk](mailto:admin@dunbritton.org.uk)

Opening Hours: Monday, Tuesday, Thursday & Friday: 9am – 5pm

Wednesday: 9am – 12.30pm (closed in the afternoon for staff training)

