

Taking Part

Your online housing magazine

Tenant Participation Newsletter - Issue 68 - August 2026

Save the date
Rent Setting
Consultation launches
Monday
17 Aug

Housing News

Have your say on rent



The annual Rent Setting consultation will run from Monday 17 August 2026 until Monday 28 September 2026. We encourage all tenants to take part and submit their views.

The consultation is taking place earlier in the year than usual and has also been extended to a period of six weeks to give tenants more time to respond. We hope both these changes will see an increase in response rates.

[Find out more about our Rent Consultation.](#)

Feedback received from the consultation will be used to prepare a report for the Council to help Elected Members make an informed decision on the level of rent increase for Council tenants in the year 2027/28.

We will then inform you what your new rent charge will be for 2027/28 by letter and at least four weeks in advance of any change.

You are able to take part by completing our online [Rent Consultation survey](#).

If you have any difficulty or require any assistance to complete this survey, you can contact the Tenant Participation Team on 0141 777 3171 or email tenantparticipation@eastdunbarton.gov.uk.

Electrical Installation Condition Report Inspections

sustainable thriving achieving
East Dunbartonshire Council
www.eastdunbarton.gov.uk

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

This is a legislative requirement for all Social Landlords to carry out an inspection on properties, every five years.

We work in partnership with a contractor, MP Group to carry out the inspections on behalf of East Dunbartonshire Council.

What Happens:

- MP Group will schedule you an appointment for an Inspector to visit your home to carry out an inspection
- MP Group Staff, will visit your home wearing Identification badges and visit on the scheduled date and time
- Inspections will take around 45 minutes
- These Inspections are at no cost to the tenant

If you receive a letter, it is important that you contact MP Group, to schedule an appointment and allow access for the EICR Inspections to take place. If you do not respond to the letter or allow access you are



in breach of your tenancy agreement and East Dunbartonshire Council will seek legal action.

Should you have any concerns, you can contact The Housing Investment Team or your Housing Officer at East Dunbartonshire Council on **0300 123 4510**.



Milngavie flats looking smart following recent works



Several blocks of flats at Lennox Avenue and Park Avenue in Milngavie have been given a facelift following a recent upgrade to the insulation. The buildings have been re-rendered following the removal of cavity wall insulation and the injection of a new self-draining, closed cell, bead system.

Many of the flats had previously had blown fibre insulation which had slumped over time or had older foam cavity wall insulation. To improve insulation and remove any risk of cold spots that can lead to damp and mould, it was decided to replace the cavity wall insulation.

All the properties that had the cavity wall insulation upgraded had to re-rendered after any loose sections had been removed. New power-coated box sills, UPVC fascia, gutters and downpipes were also added.

As a result of the works, the properties now have a very respectable U-Value and an improved Energy Rating and will be saving carbon and fuel year on year – as well as looking very smart.

Young Tenants & Residents Association



The Young Tenants and Residents Association (YTRA) is a group of young tenants and residents, aged 18–30, who live in East Dunbartonshire.

The Association is designed to give younger people a collective voice to influence housing policies, improve their local environment and community and engage with landlords on issues that specifically affect them.

Key Topics:

- Housing & Safety Issues
- Community Improvements
- Tackling Anti-Social Behaviour (ASB)
- Influencing Policy
- Social Activities
- Training & Opportunities

WHEN & WHERE:

Date: Every second Tuesday of the month

Time: 6.30–8.30pm

Location: Hillhead Community Centre

For more information, contact the Tenant Participation Team on 07990 912 712 or 0141 777 3171 or email tenantparticipation@eastdunbarton.gov.uk



Useful Contacts

Need to get in contact with your housing officer? Want to report an emergency repair? Looking for the latest advice on bogus callers or scams? [Useful contact information for tenants.](#)



Events Diary

Our Tenants' and Residents' groups meet up on a regular basis to discuss issues and initiatives affecting their communities.

[If you are interested in going along, check out our online calendar for Tenants' and Residents' groups for details of our upcoming meetings.](#)

Are you a Council tenant interested in setting up a Tenants' & Residents' Association?

Take a look at what being in a Tenants & Residents Association can do for you and your community.

[Find out information on how to set up a Tenants' and Residents' Association.](#)

Young tenants travel to home of Scottish football ahead of World Cup



Project 101 took nine young people to Hampden Park football stadium on Wednesday 20 May. The trip gave the young people an opportunity to experience and learn about the history of Scottish football ahead of Scotland's arrival at the FIFA World Cup.



The trip was a huge success which benefitted the young people's mental wellbeing by bringing them together to explore and learn about the historic stadium and the people who have been there before them – including famous footballers to music icons.

Project 101 is a youth housing information and advice service covering all of East Dunbartonshire. It provides information, advice and signposting to young people aged from 14 to 25 years old who are experiencing housing or homelessness issues.

[Find out more about about the services Project 101 provide](#)

Project 101 operates Monday to Thursday, from 10am until 3pm. We run drop-in sessions on these days to assist any young person with urgent issues.

You can contact Project 101 in the following ways:

Telephone number: **0300 123 4510** or **07919092039**

Email: Project101@eastdunbarton.gov.uk

Facebook: @Project101edc

Campsie Memorial Hall in Lennoxtown reopens following renovation



Campsie Memorial Hall in Lennoxtown has reopened following a multi-million-pound renovation by the Council.

The venue officially reopened on July 23 following a £2.279m revitalisation project which finished on schedule. The hall has now been handed over to the Campsie Memorial Hall Trust who manage the building on a day-to-day basis.

The Council worked with

development partner Hub West Scotland and main contractor Linear Design and Construct on the revamp of the much-loved venue in the heart of the town.

The Campsie Memorial Hall Revitalisation Project was awarded £950,000 funding from the Scottish Government Regeneration Capital Grant Fund. This was added to £1.329m from the Council's Capital Programme.

The hall closed to the public in April 2025, and extensive

internal and external works got underway the following month.

Located on Main Street, the Victorian building, which dates from 1866, has been transformed into a state-of-the-art facility that will accommodate both regular community groups and clubs, as well as occasional events and shows.

[Find out more about the Campsie Memorial Hall renovation](#)



About The Lennox Partnership

The Lennox Partnership is a social enterprise dedicated to helping people across East Dunbartonshire move into employment. We're based at the New College Lanarkshire in Kirkintilloch, located near Sainsbury's.

Who can we help?

We support anyone aged 18 or over who is receiving benefits. We also have dedicated employment advisers who provide specialist support for parents and people with convictions.

What do we offer?

We provide free, personalised employment support tailored to each individual's needs. Whether you're ready to start work straight away or just beginning your journey towards employment, we'll work with you at a pace that suits you.

Our support includes:

- Creating or updating your CV
- Job searching and applications
- Interview preparation and confidence building
- Employer network to assist finding suitable employment opportunities
- Access to a range of fully-funded training courses to develop new skills and improve your job prospects.

What do our participants say?

"Thank you guys for all your support and encouragement along the way. You helped me keep motivation and focus my mind on continuing through tough times and pushing through to apply and get a new job, starting my career out again"

How can people get support?

Getting started is easy. Contact us by phone on **0141 776 2323** or email NOLB@thelennoxpartnership.org. Our friendly team will be happy to discuss how we can support you on your journey into work.

The Electoral Commission

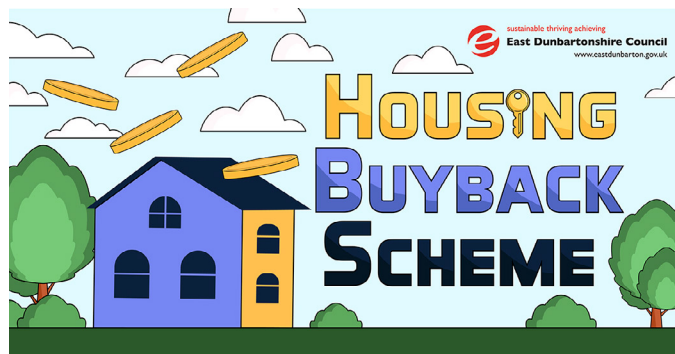


Register to vote today.
It's quick and easy, just go to gov.uk/register-to-vote



Scan to register

YOUR VOTE MATTERS
DON'T LOSE IT



Since 2012, the Council has operated an open market purchase scheme that has seen around 170 properties purchased to help meet housing needs across East Dunbartonshire.

This has played a pivotal role in increasing affordable housing supply, focused on the purchase of homes in areas of high housing need.

As part of the scheme, the Council targets the purchase of former local authority houses and properties within mixed tenure blocks.

There are a number of benefits of someone selling their home directly to the council, including:

- No estate agent fees
- No obligation to accept any offer we make for your property
- No chain to consider
- No viewings to arrange
- Exchange date flexibility.

If you know someone interested in selling their property to us, please contact us at housing@eastdunbarton.gov.uk.

Fraud warning: housing repairs compensation scams

We have been made aware of a scam where individuals claiming to represent housing repairs or compensation companies offer to help tenants claim money for delays to housing repairs.

We have had reports of callers and messages using official sounding names, to make themselves seem genuine. These companies are not linked to East Dunbartonshire Council.

How the scam works

This type of fraud often involves cold calls, text messages, emails, social media messages or doorstep visits. It claims that you are owed compensation due to delays in housing repairs and the fraudster will pressure the tenant to act quickly or sign documents to avoid missing out

Scammers often ask for personal, financial or housing information including National Insurance number, bank details, date of birth, council tenancy or repair reference numbers.

In some cases, scammers may already have limited information about you and use this to gain your trust. This housing-related compensation scam has been reported by Councils across the UK.

What to do if you're contacted

Do not engage further with the caller or company or give any personal details. Do not share any financial information or sign documents you do not fully understand. Do not click on links or download

attachments from unexpected messages and do not feel pressured to act quickly.

You should report the contact as a suspected scam and contact your bank immediately if you think you have already shared information.

Remember, the Council will never ask you to pay a fee to make a housing repairs or compensation claim or cold call you to offer compensation. We will never ask for bank details via text, email or in an unexpected phone call.

Get advice and report fraud

If you have concerns or believe someone has contacted you

claiming to act on behalf of East Dunbartonshire Council, contact us on **0300 123 4510**, email fraud@eastdunbarton.gov.uk or report online at www.eastdunbarton.gov.uk/fraud

Housing repair service

East Dunbartonshire Council tenants should continue to report a fault or an emergency repair by calling **0800 052 5574** or emailing customerservices@eastdunbarton.gov.uk

If you rent from another housing provider, you should contact them directly.



Home Safety

Find some advice on asbestos, tips on how to reduce dampness in your home and other handy help such as preventing burst pipes and what to do if you do have a frozen pipe. Visit our dedicated web page. [Learn more about the latest home safety information.](#)

It's Your Rent

Paying rent is crucial as it ensures that you have a safe and secure place to live.

Your rent pays for your home, property management, maintenance and upgrades to the property.

As a Council tenant it is your responsibility to make sure your rent is paid in full and on time. Missing rent payments can lead to rent arrears and potentially eviction.

If you are struggling with your rent payments, call **0300 123 4510**

or email

HousingRents@eastdunbarton.gov.uk

to speak to your Housing Officer (Rents) who can provide confidential advice, assistance and signposting to wider support.



Housing Options in East Dunbartonshire!

Start here

Complete a Housing Application
(Common Housing Register)

Apply/Register with Other Housing Providers

Consider the Private Rented Sector
Rent Deposit Guarantee

Help available

Apply for Mid Market Rent Accommodation

Arrange a Housing Options Appointment with the Homelessness & Prevention Team or Project 101



How are services performing?

Tenant Rent Arrears

The maximisation of rental income and pursuit of rent arrears continues to be a priority for the Housing Service. For the financial year 2025/26 the rent arrears outcome was £552,544.94, which exceeded the set target of £570,000 and was a decrease of £39,885 against the outcome for 2024/25, a 6.73% reduction. Comparing this outcome against 15 other Local Authorities, East Dunbartonshire Council was one of only five which saw a reduction in rent arrears, with the overall average showing an increase of 4.24%.

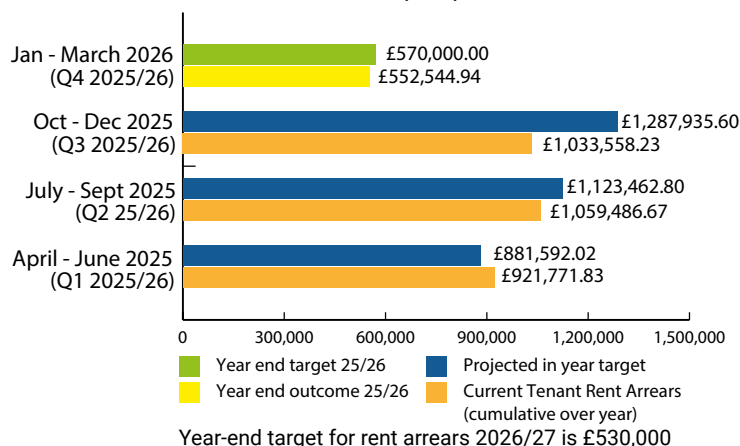
Within the graph below, you will see that rent arrears showed an increase throughout the year, mainly due to monthly payers and Universal Credit payments which are paid in arrears, with the year-end outcome providing an accurate position. The graph now shows the in-year rent arrears performance against projection, with the position displayed against this projection. We will continue to show performance this way in future updates.

Housing Officers provide advice and support to all tenants who engage. This includes pre-tenancy advice on rent charges in advance of a new tenancy starting and weekly drop-in sessions at Kirkintilloch Jobcentre on a Tuesday morning for tenants in receipt of Universal Credit. Rent arrears escalation

actions are taken against tenants who are in serious and increasing rent arrears, which can escalate to legal action and eviction where appropriate.

Tenants are encouraged to engage with their Housing Officer for advice and assistance at earliest opportunity rather than allowing rent arrears to accrue.

Chart 1: Current Tenant Rent Arrears per quarter



Void Rent Loss

The Housing Service continues to work closely with Property Maintenance to ensure that properties are returned as "fit to let" as soon as possible. It is a priority to bring the rent loss figure down. The figure for Quarter 4 (January-March) has increased compared to the previous Quarter 3 (October - December) and is shown in Table 1.

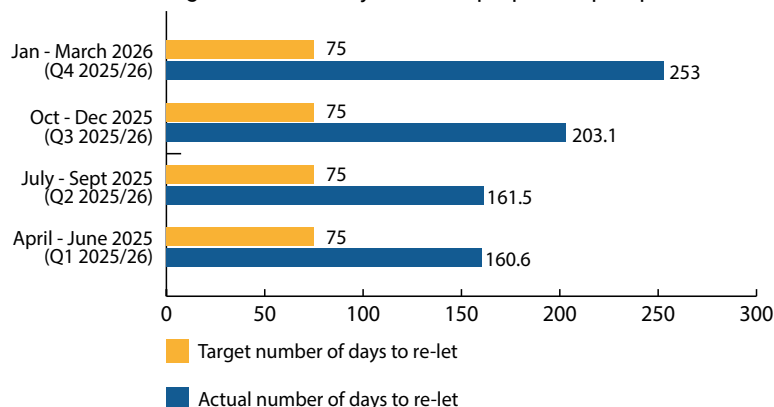
Table 1: Void Rent Loss:

Quarter	Quarter Targets	Actual Quarter Total	Year to Date Target	Actual Year to Date Total
Jan – March (Q4 2025/26)	£32,500	£195,137.77	£130,000	£637,778.23
Oct – December (Q3 2025/26)	£32,500	£166,307.06	£97,500	£442,640.46
July – September (Q2 2025/26)	£32,500	£143,436.29	£65,000	£276,333.40
April – June (Q1 2025/26)	£32,500	£132,897.11	£32,500	£132,897.11

Void Property Turn Around

Re-let times have risen over Quarter 4 (January-March 2026) due to void properties needing significant capital works such as rewiring and full decoration which has extended turnaround times. The service has engaged with a number of external contractors to ensure that performance in this area is improved and we expect to see a significant uplift in performance in the second half of the year. The Housing and Void Teams meet monthly to monitor off-charge and long-term void properties, aiming to return them fit to let within target times. Some properties, including buy-backs, have required costly specialist repairs like asbestos removals, damp/mould remediation and rot works.

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



Property Maintenance

Property Maintenance continue to look at ways of maintaining and enhancing performance in all repairs categories going forward.

During 2025/26, Property Maintenance has consistently achieved 100% Gas Safety Checks during each Quarter.



Repairs Categories Against Each Target

Chart 3: Percentage of void properties returned during each quarter:

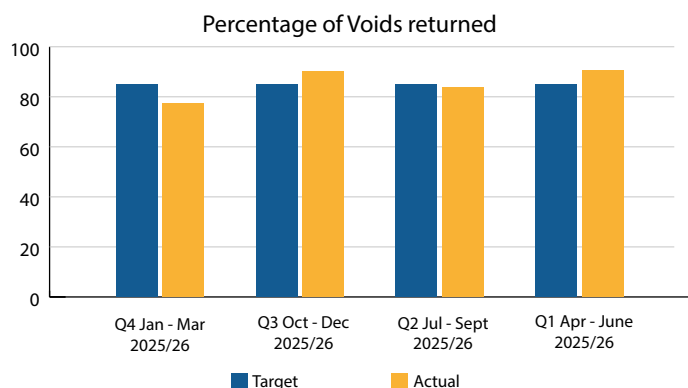


Chart 4: Repairs appointments kept during each quarter:

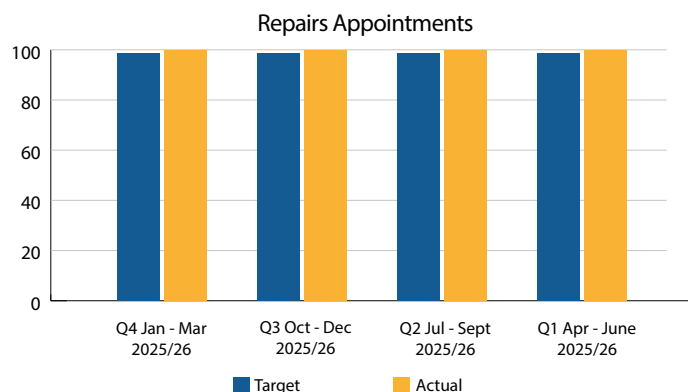


Chart 5: Emergency repairs carried out during each quarter:

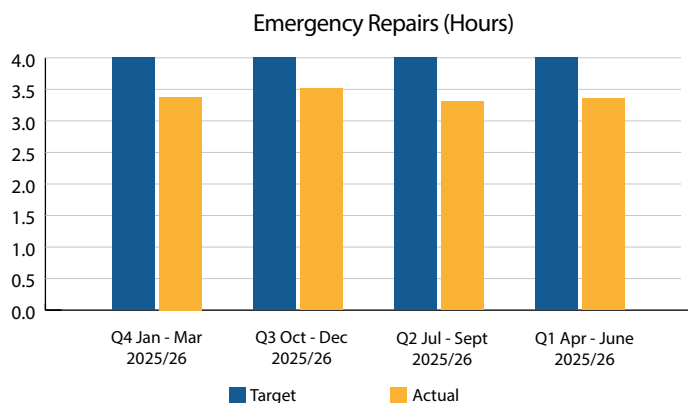
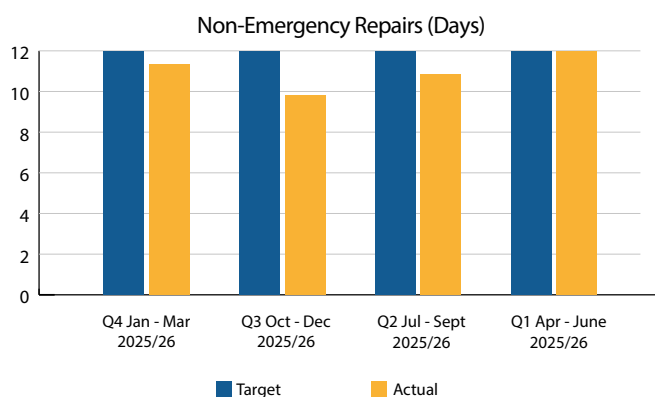


Chart 6: Non-emergency repairs carried out during each quarter:



Contact us today to arrange a
FREE Home Fire Safety Visit
 We'll help you spot possible fire hazards, sort out a fire escape plan and provide information about smoke, heat and carbon monoxide alarms.
 CALL 0800 0731 999, TEXT 'FIRE' TO 80800 or VISIT firescotland.gov.uk

SCOTTISH FIRE AND RESCUE SERVICE
 Working together for a safer Scotland