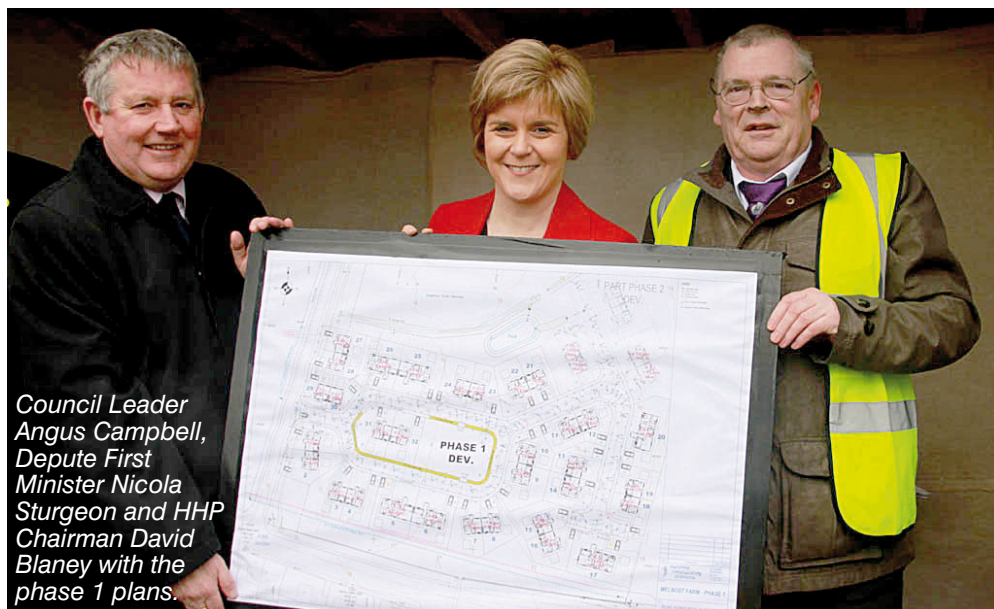




homeward

hebridean housing partnership newsletter



Council Leader Angus Campbell, Deputy First Minister Nicola Sturgeon and HHP Chairman David Blaney with the phase 1 plans.

Scottish Cabinet visit 16th April 2014

Deputy First Minister Nicola Sturgeon marked the start of work on the development at Melbost Farm that will provide 32 affordable homes to rent and buy in Stornoway.

The scheme is part of a wider plan for HHP to deliver 61 homes across the Western Isles by the summer of 2015, supported by £4 million in funds from the Scottish Government.

Following the Cabinet meeting in Stornoway in April, the Deputy First Minister visited the site, where she announced the start of construction work that has been part-funded through a £1.8 million grant from the Scottish Government.

The development – MacKenzie Crescent – consists of 16 homes for affordable rent and 16 homes to buy as part of the Scottish Government's low cost initiatives for first time buyers (LIFT) programme.

The investment comes as part of a housing development programme agreed between the Scottish Government, Comhairle Nan Eilean Siar and the Hebridean Housing Partnership.

The Deputy First Minister said: "I am delighted to announce the start of work on this new development at Melbost Farm, which will see the construction of 32 new homes to rent or buy at affordable rates."

David Blaney, Chair of the Hebridean Housing Partnership, said: "We are delighted to see work commencing on HHP's latest housing development, which is using a local contractor employing local tradesmen. "HHP has now built over 300

houses and we are very proud of the quality of our new homes both for rent and sale."

Cllr Kenny Murray, the Chair of the Comhairle's Environment and Protective Services Committee said: "The Comhairle is pleased to have been able to provide financial support towards MacKenzie Crescent and to continue our close working relationship with HHP and the Scottish Government.

"This partnership approach is very successful in delivering badly needed new affordable homes and so I look forward to more developments in the coming years."

Local Councillor Charlie Nicolson added: "This will enhance the local area and the community and provide quality new homes for rent and sale.

"Exciting, quality housing developments like this are most welcome in our community, and thanks are due to the Scottish Government, Hebridean Housing Partnership and Comhairle Nan Eilean Siar."



Mackenzie Park with the site for Mackenzie Crescent in the back ground

How to get help with the Bedroom Tax

Are you affected by the Bedroom Tax? Are you receiving Discretionary Housing Payments (DHP)?

If you are affected by the Bedroom Tax and are not currently receiving DHP then you are urged to make an application. DHP is an additional Housing Benefit payment made by the Comhairle and it is a way to make up the shortfall between your weekly rent and Housing Benefit award.



Speaking in a statement to Parliament on 7 May 2014, the Deputy First Minister Nicola Sturgeon asked households who have lost out on housing benefit through the 'Bedroom Tax' to access compensation through Discretionary Housing Payments (DHP).

Ms Sturgeon said:

"What the Scottish Government is able to do is mitigate the impact of the bedroom tax. Unfortunately, we are not yet able to legally abolish it. That means tenants are still legally responsible for the rent due as a result of the reduction in their housing benefit.

"So it is important to send a very clear message to social tenants today. If you are affected by the bedroom tax, help is available. But you must apply for this help. You must engage with your landlord and apply for a DHP as soon as possible to enable you to pay the shortfall in your rent. And you should do so even if you have been refused a DHP in the past."

What to do now

If you have to pay rent because of the bedroom tax and you have not applied for DHP you should contact your Housing Officer urgently on 0300 123 0773 who will be able to give you advice and assistance on making an application to the Comhairle.

**See our
centre page
pull-out section
for the 2013/14
Annual Report**



Transformed image at Calabhaigh

HHP has recently completed external painter work to the houses at Calabhaigh, which is situated at the gateway to South Uist. The twenty four house estate stands prominently at the ferry terminal at Lochboisdale.

A variety of colour options were discussed with tenants during an open session and there was almost unanimous agreement reached about the final selection.

Work was carried out by FES FM Ltd through their sub-contractor O'Mac Construction.

HHP has received very positive feedback both from tenants and the local community about the new image of the Calabhaigh properties.

The HHP-owned houses are built above a row of privately owned commercial units, which accommodate a number of retail businesses including a butcher's shop, a hardware store and a clothing and footwear shop.

The Calabhaigh properties enjoy spectacular scenery from the front windows, looking across the bay to the island of Gasay.

The island is currently being linked to the main village by the Storas Uibhist led Lochboisdale Regeneration Project. This is a £10 million contract comprising the construction of two causeways, a fishing boat pier, a pontoon development, a new slipway and the formation of a site for industrial, commercial and housing development.

The contract is being carried out by local contractor MacInnes Bros, and is due for completion early in 2015.

We currently have properties available for let at Calabhaigh and anyone interested should contact John A MacQuarrie at our Balivanich Office on 0300 123 0773.

Best Estate 2013 winners

HHP introduced a Best Estate/Street competition in 2013 and tenants and residents were invited to enter their Estate/Street into the competition.

The judging of the competition took place in September 2013 and Queensland Road was chosen as the winner in the Stornoway Area and Graham Park was chosen as the winner in the Lewis Rural and Harris category.

There was no winner in the Uist and Barra area as there were no entries which met the criteria.

The winning Street/Estate received £200 worth of garden vouchers to be used to further enhance the appearance of their Estate/Street.

Pictured with HHP Board Member Callum Mackay, is Anne Maclean who received the prize on behalf of the tenant's and residents of Graham Park.



Clear rent account winners

Pictured receiving her voucher from Housing Officer Martin Flett is Mrs Maclean 9 Pentland Drive who won 1st prize of £100 in the clear rent account draw – Mrs Maclean was surprised and delighted with her win and plans to use her voucher to replace her old music centre with a modern hi-fi system. Other winners were Catherine Maclean of Gibson Gardens, who won a £50 Home Improvement Centre voucher and Sandra Morrison & Michael Stewart Camach Park, who won a £50 Tesco Voucher.



ACCESS – AIRSOURCE SERVICING

It is important that tenants allow HHP access to your homes to service your Air Source Heating System. A service is required annually to ensure your system is running effectively and efficiently. Failure to grant access not only wastes HHP's time and money for unnecessary visits, but could also cost you money if your system is not running as it should. If you are unable to be home at the appointment time given, please contact the number on the letter to arrange an alternative. Your help on this matter is appreciated.

BEST ESTATE COMPETITION 2014 ENTRIES ARE NOW INVITED FOR THIS YEARS COMPETITION.

Entries to the competition should meet the following criteria:

- Entrants must have submitted their entries by 20th August 2014
- Entrants must agree to their Estate/Street being used in publicity in HHP's newsletter if they were successful
- There must be an HHP tenant in the Estate/Street entered
- Entrants must not have had any external help in the preparation of their gardens

Help for our priority customers - Scottish Hydro

The Warm Home Discount scheme

The Warm Home Discount is a Government scheme designed to provide financial assistance to low income and vulnerable households. In the 2013/14 financial year, eligible households received a discount of £135 on their electricity account by 31 March 2014.

Scottish Hydro expects to start taking applications for 2014/15 from June 2014. You will be able to download these at web address: <http://www.hydro.co.uk/HelpAndAdvice/ExtraHelp/PriorityPlan/> or you can call on 0800 300 111 in July 2014 to request a form to be posted to you.

Scottish Hydro have other ways you can save money, such as changing the way you pay to monthly Direct Debit and signing up to paperless billing. You can also lower your energy bills by making small changes around your home. Their energy efficiency advice and helpful energy saving tips provide you with easy ways to save energy and money.

Cold Weather Payment

Cold Weather Payments are made by the Government to households in receipt of qualifying benefits during periods of very cold weather. These payments are to help with the extra heating costs if the average temperature where you live is recorded as 0°C or below for seven consecutive days. Eligible households will receive £25 for each seven day period between 1 November and 31 March, paid in the same way as their normal benefits.

**TWITTER
FEED**



Follow HHP on Twitter -
[Hebridean Housing @HebHousing](#)

Board Meeting details & AGM

Board Meeting

3rd September 2014, 5.30pm,
Balivanich

AGM

10 September 2014, 7pm,
Venue to be confirmed

Board Meeting

19th November 2014, 5.30pm,
HHP Boardroom

Harris Tenant's Community Meeting

November – To Be Confirmed



Janette's memorial bench

HHP dedicated a bench to the memory of our friend and colleague Janette Martin who sadly passed away in 2011.

After consulting Janette's family the bench was located in a beautiful spot which was special to the family overlooking Coll sands and Broadbay.



HHP staff raise money for local charities

HHP staff were delighted to be able to give two local charities a Christmas present last December. Staff collected over £1,000 throughout the year through dress down Fridays, raffles and bake sales. Alzheimer Scotland and Eilean Siar Foodbank were selected to receive £500 each.

The photo above shows money being presented to Marion Macinnes

and Chris Macleod of Alzheimers Scotland Lewis and Harris Services by Jackie Macleod and Katrina Palmer (who won HHP's Christmas Jumper competition).

Shona Paton of HHP made the presentation to Gavin Lawson of Eilean Siar Foodbank who also received boxes of food donated by some of HHP's staff.



Planned Maintenance - Year 5

All our stock is split into a 5 year programme with a 1/5th of houses being inspected every year. This is now year 5 of the programme.

The following schemes are on the programme for this current year. The Clerk of Works surveyed each estate earlier this year and work has been agreed. The priority is given to work to protect the houses such as roughcast and roof repairs. Unfortunately, resources are not sufficient to allow all the work identified by the Clerk of Works to be carried out so it will not always be possible to do lower priority works such as fencing repairs.

All tenants in these streets will receive a leaflet and letter informing them of what works will be carried out along with the expected start/finish dates. Co-operation is required from tenants for access in particular to ease and lubricate windows and doors and for cleaning of chimneys (solid fuel properties).

Lewis

Cearn Shodaidh
Cearn Shulaisgeir
Bridge Cottages
Airidhantuim 1-10
Heatherhill
Carnan Park
Camach Park
Airidh A' Bhreidhe
1 Lewis Cottage
Ford Terrace
Ford View
Milkinghill Park
Gleann Dubh
Springfield Road
Dun Berisay
Ross Terrace

Arras Cottages

Elizabeth Haldane Court
MacDonald Gardens
Cameron Terrace
Cleith
Tomair
Keose Glebe
Cnoc A'Bhlair
Carn Aonghais
Lon Ban
Druim Fraoich

Harris

Gillebhal
Sunnyhill
Tobair Mairi

Uists, Benbecula, Eriskay

Dunrossil Place
Windfield Close
Winfield Way
Church Hill
Casimir Place
Trosaraidh
Hydro House
Rubha Fraoich

Barra

Cille Bharra
Horough Cottages
Ciosmuil Crescent
Cearn Eoghainn
Cialla
Ciosmuil Cottages

Housing (Scotland) Bill

The Housing (Scotland) Bill is currently being discussed by the Scottish Parliament.

The Bill includes the following:

- The abolition of the Right to Buy.
- Changes affecting the allocation of social housing
- Changes affecting the statutory regulation of lettings agents and the development of a housing tribunal for the private rented sector
- Strengthening Local Authority Powers to pay missing shares where the majority of owners in a block have agreed to carry out work but some have not paid their share.

Abolition of Right to Buy

Part 1 of the Bill repeals the right to buy in the Housing (Scotland) Act 1987 and provisions in the Housing (Scotland) Act 2001 and the Housing (Scotland) Act 2010 which are no longer required following the abolition of right to buy.

Once passed, the Scottish Government have announced that no tenant of social housing in Scotland will have the Right to Buy after 2016. If you require further information please contact Maggie Bellshaw on 0300 123 0773.

Allocations

There will be amendments to who Landlords are expected to give 'reasonable preference' to in allocating houses. The three reasonable preference areas will now be homeless persons who have 'unmet housing needs'; tenants who are under occupying and those living in 'unsatisfactory housing conditions'. The Bill also introduces changes to how Housing Associations deal with applicants who currently own a property. They will be able to prevent allocations to applicants who own properties except in certain circumstances e.g. where continued occupation would lead to abuse. If you require further information please contact Mina Maclean on 0300 123 0773.

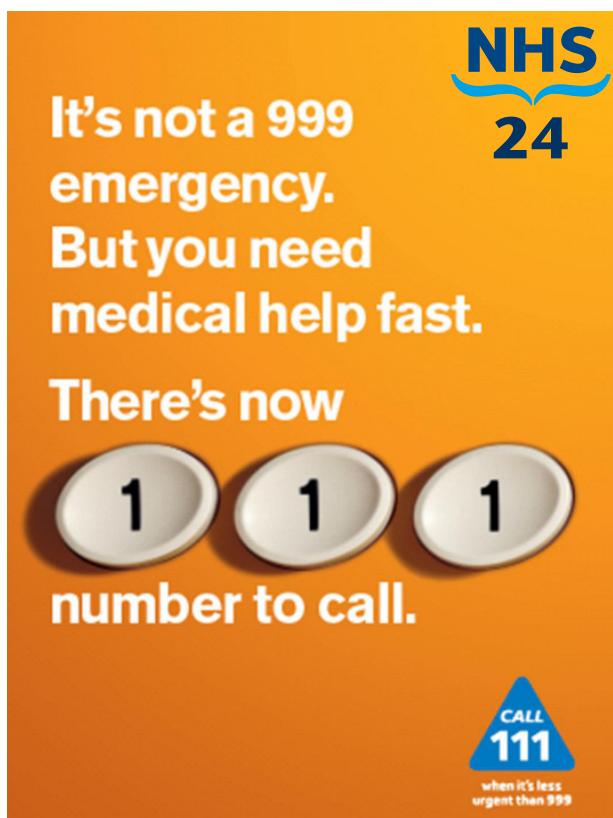
Registration of Lettings Agents

The Bill seeks to introduce a new regulatory framework for letting agents. There is no current statutory regulation of letting agents. The Bill seeks to introduce a formal register of letting agents, which aims to promote high standards of service and levels of professionalism.

NEW FREE PHONE CONTACT NUMBER FOR NHS24

NHS 24, Scotland's provider of telephone and web based health advice and information, is now available on a new, free to call number: 111.

The new telephone number means that people throughout Scotland can contact the service free of charge from a landline and mobile.



It's not a 999 emergency. But you need medical help fast.

There's now

1 1 1

number to call.

NHS 24

CALL 111 when it's less urgent than 999

If you need help at night, or over the weekend and you can't wait until your GP surgery reopens, you can call NHS 24 free on 111. NHS 24 will direct you to the right care. This may be to your local out of hours services, Accident and Emergency department, or the Scottish Ambulance Service. If appropriate, they may recommend some steps you can take to look after yourself at home.

If it is an emergency you should still dial 999.

By dialling 111 patients will receive the same high quality, trusted service that has been delivered by NHS 24 for over 10 years. NHS 24 is there to help if it can't wait until your GP surgery reopens.



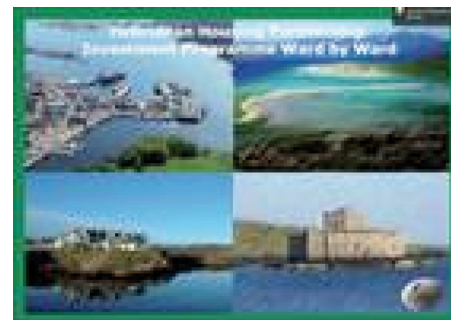
HHP Investment Programme benefits Crossroads

Since 2011, HHP has been successfully delivering benefits to communities across the islands through our contracts. As part of contracts to deliver works in tenant's homes, our contractors are asked to make a contribution to the community.

Alex Murray Construction Ltd, who was successful in securing six contracts with

HHP, has made a donation of £1000 to Crossroads, Lewis.

Crossroads Lewis gives home support to carers regardless of age, disability or illness and to those living alone, struggling with ill-health or loneliness. They also provide a valued Palliative service at home.



2015-2019 Investment Programme

HHP are currently in the process of preparing our 4 year Investment Programme for 2015-19. The current 4 year programme will come to an end on 31st March 2015. We will also be tendering soon to appoint contractors to ensure works are ready to commence on site on 1st April 2015.

The Investment Programme includes works such as:

- Kitchen replacement
- Bathroom and shower replacement
- Heating replacement
- Window and door replacement
- Roofing replacement
- Roughcast replacement

When the programme is finalised we will provide all tenants with details setting out the plans for their homes.

We will seek to maximise the benefit that tenants and the community at large get from these contracts by asking contractor's to help community groups and good causes.

There is much to do in the tender process and we shall keep tenants informed at various stages through the website, tenants groups and other meetings. If you wish to discuss the programme or would like further information please contact Customer Services on 0300 123 0773.



Magnus presenting Hugh with Argos vouchers on behalf of his friends and colleagues



Hugh Cherrie retirement

Hugh Cherrie retired from HHP on Friday 25 April 2014 after 27 years service.

He started work with Comhairle Nan Eilean Siar on 1 April 1987 as the Estate Handyman for the Cearnas. This role later changed to Handyman and widened to cover all of Lewis.

Tributes were paid to Hugh by colleagues at a retirement lunch. He was presented with a large flat screen TV by John Maciver, Director of Operations, on behalf of HHP and John thanked him for his contribution to delivering services to tenants over these many years. Magnus Johnson presented him with Argos Vouchers on behalf of his friends and colleagues and wished him all the very best for his retirement.

Calum Mackay Chair of the Cearnas Community Association said 'Hugh's post was created by the Comhairle's Housing Department in partnership with the Cearnas Community Association which showed tenant involvement was high on the agenda. Hugh would be seen early in the morning clearing any litter and he helped the elderly and less able with grass cutting in the summer months. He was an asset to the community and the Association wish him all the best in his retirement'.

Hugh plans to spend time first of all visiting friends and family off-island before attacking his wife's list of handyman jobs.

Joan Mary Mackenzie Retirement

Joan Mary Mackenzie retired on 31 March 2014 after almost 40 years service in housing. She started work in 1974 with the Ross and Cromarty District Council before becoming one of the first employees of the newly formed Comhairle Nan Eilean in 1975. Joan then joined HHP in 2006 when it was established by the Comhairle.

Over 50 family, friends and colleagues gathered at Borge House on the evening of Friday 28 March 2014 to celebrate her retirement. A number of speeches and presentations were made with Angus Lamont Chief



Executive of HHP acting as MC for the evening.

Joan was presented with an iPad Air by John Maciver, Director of Operations on behalf of HHP and he paid tribute to her contribution and commitment to helping tenants over these many years.

Magnus Johnson, who had worked with Joan for 28 years presented her with a TV/DVD Combi, a pair of Pink Hunter Wellies, a photo book and a handbag on behalf of her colleagues. In an emotional speech he said she would be hugely missed

and he thanked her for all her help and support which she had always been willing to give to him and all her colleagues.

An overwhelmed Joan thanked everyone and especially Jackie Macleod who had arranged what had been a hugely emotional day and evening.

She said her immediate plans were to spend more time with her family..... and her sheep.

A great evening was had by all and the entertainment, food and service were first class.



New staff members



Stephen Nicol has joined the team as Finance Manager in our Finance team. Stephen previously worked for the Royal Bank of Scotland and Stirling Fibre.



Janet MacDonald has joined HHP as a Corporate Resources Admin Officer (part-time). Janet also works part-time as Professional Practise & Development Administrator in Western Isles Hospital.

Standing Charge for Gas Meters

HHP has become aware that tenants may be receiving bills for standing charges for their gas meters, whether they use gas or not. If you have not done so already, please check to see if you are being asked to pay this charge.

HHP recommend that tenants with no gas central heating but who still have a meter, should contact their utility providers (British Gas, Scottish Gas

etc.) to have the meter removed to avoid further charges.

HHP are not responsible for gas or electric meters as utility providers only deal with the account holder. If you have any problems please contact HHP Customer Services on 0300 123 0773 and we will try and help you where possible.

The sun is out so turn down the heat

Now that the better weather has arrived it is important to remember that you can make some savings on your energy bill by turning the temperature down in your home.

If you have a room temperature control then turn it down a few degrees when the sun is shining. Similarly you can turn down the heating using the thermostatic controls on the radiator valves. If you are unsure on what to do then just phone Customer Services on 0300 123 0773 and HHP will do it for you.

Don't forget that there is no need to heat bedrooms when no-one is in them so turn the radiators down to the frost setting where there is one.

For more tips on saving energy pop in and see us or you can phone The Energy Advice Service (TEAS) on 01851 706121 who also provide energy advice for HHP tenants

Message from the Chair & Chief Executive

This summary of HHP's eighth Annual Report details some of our achievements over the course of the past financial year, which has been very challenging as the Board and Management Team tried to ensure HHP delivered excellent services at a time of great uncertainty.

First and foremost this past year has seen the impact of Welfare Reform agenda being implemented by the UK Government. Whilst the timetable for the introduction of Universal Credit has slipped we are seeing a squeeze on the income of many of our tenants with reductions in a number of benefits and the introduction of the 'under-occupation penalty' or 'Bedroom Tax'.

It has been HHP's aim to engage with tenants and try and provide the best advice and support we can. Joint working with the Comhairle and Citizens Advice Bureau has been targeted at maximising tenant income with particular emphasis on encouraging uptake of Discretionary Housing Payments to mitigate the impact of the 'Bedroom Tax'. This particular reform is iniquitous as it punishes tenants for being deemed to under-occupy even when their landlord does not have a sufficient supply of small properties to enable them to downsize. However, looking forward, Universal Credit, including direct payment to tenants is potentially the biggest change to affect landlords in a generation. The continuing uncertainty with the timetable for the roll out of Universal Credit makes preparation for its introduction very difficult.

During 2013/14 HHP continued to honour the pre-transfer ballot commitments with an investment programme in excess of £4million. The emphasis again was on bringing the housing stock up to the Scottish Housing Quality Standard with programmed replacement of the last of the single glazed windows, fitting kitchens and bathrooms of exceptional quality, replacing solid fuel central heating systems with air source heat pump systems and installing greatly improved levels of insulation. Tackling fuel poverty is a key priority for HHP. 80 % of HHP stock meets the Scottish Housing Quality Standard.

For the main part of 2013/14, HHP, for the first time since 'Transfer Day' had no new developments on the ground. The very attractive 24 house development at Gibson Gardens, Stornoway was handed over by Lewis Builders on 19 September 2013 but with the overall reduction in housing association grant and particularly the level of grant per house the programme came to a temporary halt. However thanks to support from the Comhairle and a part restoration of grant levels we are delighted to see new developments starting at Leurbost (8), and Melbost Farm, Stornoway (32) of which 16 are for affordable rent and 16 for shared equity.

We look forward to more new build being undertaken at Allt Na Broige (7 shared equity), Crowlista, Uig (4), Balivanich (4), Horgabost, West Harris (6) and Craigston, Barra (10) in the next year or so. HHP's Board is committed to the undertaking made prior to transfer to build new homes at affordable rent levels throughout the Western Isles. A development programme for 2015-2018 is being worked on with Scottish Government and Comhairle partners. As part of that long term planning HHP has acquired two sites in Stornoway which can accommodate more than 100 houses.

Investment in our stock and in new build since 2006 has seen the creation of much welcomed job opportunities in the construction sector. We want to see local construction companies who we work with having sufficient confidence in future levels of work to increase the number of apprenticeships on offer to our young people. Apprenticeships will feature in community benefit clauses in future construction contracts.

HHP held a number of outreach events for tenants in Stornoway, Balivanich and Castlebay over the past year. However the highlight of the year was the Housing Conference held in May. The Conference which focussed on Welfare Reform and fuel poverty attracted prominent speakers both nationally and locally. Excellent contributions from David Orr Chief Executive of the National Federation of Housing Associations and Mary Taylor Chief Executive of the Scottish Federation of Housing Associations were much appreciated by a large audience. Angus Campbell Leader of the Comhairle and Neil Galbraith Chair of NHS Western Isles gave the local perspective with thought provoking contributions.

We would like to take this opportunity to thank Board Members and staff for their support, hard work and commitment to the aims of HHP. Thanks also to our partners including the Comhairle, Scottish Government, Tighean Innse Gall and to local contractors who deliver repairs and improvement services for our tenants.

Annual Return on the Charter (ARC)

HHP submitted its first Annual Return on the Charter (ARC) in May 2014. How we have performed in relation to the indicators will be published later in the year in a special report for tenants. A summary of some of the key indicators is detailed below with a comparison to 2012/13 APSR data where this was possible.

DETAIL	ARC 2013/14	APSR 2012/13
REPAIRS		
Emergency repairs completed	1613	1464
Non-emergency repairs completed	2887	-
Reactive repairs completed right first time	92.38%	-
ARREARS		
Total arrear	£310,678	£336,123
Former tenant arrear	£111,486	£103,087
VOIDS		
Void at year end	8	3
Void for more than six months	1	-
<i>Void loss (not in ARC but included for info)</i>	<i>£47,857</i>	<i>£42,856</i>
LETTINGS		
General needs	201	196
New applicants added to housing list	485	442
Number of applicants on list	729	755
DEVELOPMENT		
New build	28	15
GENERAL		
Rent increase	3.6%	4%

Get Involved!

Hebridean Housing Partnership is committed to the involvement of tenants and other service users in the running of its affairs and is committed to consulting customers over decisions that may affect them. The Scottish Social Housing Charter, which sets the standards and outcomes that social landlords must achieve, also holds service user involvement at its heart. We are considering setting up a tenant focus group and would like to hear from you if you would be interested in taking part.

Please return the tear off strip if you would like to know more.

Name: _____

Address: _____

Email: _____

Tel: _____

Please specify any particular housing service or issues that you would be interested in getting involved with :

Financial Overview

Income and Expenditure Account for the year ended 31 March 2014

	31 March 2014	31 March 2013	Non-accountant's guide
	£	£	
Turnover	8,587,373	8,945,790	Income from rents and other activities
Operating Costs	(4,887,750)	(5,630,182)	Cost of maintenance and management of properties and other activities
Operating Surplus	3,709,623	3,315,608	
Surplus on sale of fixed assets			
housing properties	(11,437)	(16,866)	
Interest receivable and other income	7,027	4,366	Bank interest on deposit accounts
Interest payable and similar charges	(260,359)	(252,421)	Interest on money borrowed
Surplus on ordinary activities, before transfer of Reserves	3,444,854	3,050,687	



Statement of Total Recognised Surpluses and Deficits for the year ended 31 March 2014

	31 March 2014	31 March 2013
	£	£
Surplus on ordinary activities, before transfer to Reserves	3,444,854	3,050,687
Transfer to Designated Reserves	(505,156)	(432,185)
Total recognised surpluses since the last financial statements	2,939,698	2,618,502

Balance Sheet as at 31 March 2014

	31 March 2014 £	31 March 2013 £	Non-accountant's guide
Tangible Fixed Assets			
Housing Properties at cost	24,787,262	21,597,270	Houses we own
Other tangible fixed assets	928,231	827,374	Offices and equipment
Investments	1	1	Share in Subsidiary
	<u>£ 25,715,494</u>	<u>£ 22,424,645</u>	
 Debtors due after more than on year	 7,801,719	 10,485,583	
 Current Assets			
Stock	123,777	15,567	
Debtors due within one year	904,916	750,538	Money owed to us
Short-term deposits	1,271,550	1,225,91	Money in the bank
Cash at bank and in hand	<u>838,262</u>	<u>720,853</u>	
	3,138,505	2,712,863	
Creditors: amounts falling due within one year	<u>(1,037,140)</u>	<u>(1,186,967)</u>	Money we owe others
Net current assets	<u>2,101,365</u>	<u>1,525,896</u>	
Total assets less current liabilities	<u>35,618,578</u>	<u>34,436,124</u>	
 Creditors: amounts falling due after more than one year	 <u>(8,165,109)</u>	 <u>(7,679,915)</u>	What we owe on loans for building our houses & money due to Scottish Government
	27,453,469	26,756,209	
Provisions for liabilities and charges	<u>(7,717,528)</u>	<u>(10,396,565)</u>	
Net assets	<u>19,735,941</u>	<u>16,359,644</u>	
 Capital and Reserves			
Share Capital	193	192	Number of members £1 shares
			Money set aside for special purposes including
Designated Reserve	2,529,276	2,024,120	future planned repairs
Capital Reserve	110,049	178,607	
Revenue Reserve	<u>17,096,423</u>	<u>14,156,725</u>	
	<u>19,735,941</u>	<u>16,359,644</u>	





LEWIS TENANT EVENT

On Friday 9th May 2014, Stornoway Town Hall was the new venue for the annual Lewis Light Lunch hosted in partnership with WIFTRA (Western Isles Forum of Tenants and Residents Association). In the same format as recent years, the event was an informal "drop in" with a light buffet provided.

HHP Officers and our partners manned stalls around the hall to allow tenants to browse at their leisure, picking up the odd freebie as they went. There was an impressive turnout from our partners and those in attendance were Fire Safety, Police Scotland, Western Isles Foyer, Citizens Advice Service, Advocacy, Third Sector Hebrides, Homeless Service, FES FM, NHS, Western Isles Credit Union, TEAS, Hebrides Alpha, DWP and the Comhairles Housing Benefit Section.

Kitchen, window and heating displays from O'Mac Construction, Neil MacKay & Co. and Alex Murray Construction Ltd allowed tenants to see what to expect when work is carried out in their homes. Clerk of Works and Investment Managers were on hand to answer questions on the investment plans for tenants' homes.

There was a buzz of excitement as the raffle was drawn due to some impressive prizes donated by HHP consultants and contractors. Thanks go to Calmax, TIG, Neil Mackay, O'Mac, Alex Murray, FES FM, Torrance Partnership, Rennie Partnership and WIFTRA. Some of the lucky prize winners are shown being presented with their prize by Angus MacNeil of HHP.

During the event, tenants completed feedback forms regarding HHP and the event itself. We were very pleased to hear that the event had once again been a great success with just some of the comments being; "Brilliant. Got loads of information.", "Very good event. Very informative.", and one tenant even describing the event as "The Bees Knees".

COOKING WITH GAS?

Do you use bottled gas for cooking? Are you aware that it needs to be registered with HHP?

If you have bottled gas then please contact HHP for permission so we can add you to our gas register. You also need to have a yearly service

carried out by a GAS SAFE engineer to ensure the system is safe. You can contact HHP if you need help finding an engineer.

Failure to register may result in action being taken to remove the supply.



HHP help Newmarket Play Park

The Riverside Gardens play park in Newmarket was, until recently, in serious danger of being completely dismantled.

However, a new Trust Committee and a small army of volunteers joined forces with local businesses and organisations to save the community asset. The community action project caught the imagination of local residents of Newmarket, Bridge Cottages and Gleann Dubh and could become a model for creating amenity spaces around the islands.

The neglected play park has been brought back into use with support from Hebridean Housing Partnership Ltd, and a number of other local companies.

Hebridean Housing Partnership has also encouraged contractors O'Mac Construction Ltd and FES FM to help with fencing off the toddler play area which was a big issue for the trust on safety grounds



Help us to improve social landlords' services...

The Scottish Housing Regulator (SHR) has set up a National Panel to hear about service users' priorities and views. The National Panel is open to anyone who uses social landlord services; the SHR is keen that the Panel membership represents all parts of the community, and provides an accurate picture of service users' experiences and views.

If you use social landlord services and are interested in the Panel, you can find details on how to join below. We would also be grateful if you could pass these details on to anyone you work with – clients or co-workers – who may be interested in joining. A flyer is available, if you are able to display this in any service access points. Many thanks for any help you can offer.

The Scottish Housing Regulator

The Scottish Housing Regulator's role is to protect the interests of tenants, homeless people and others who use the housing services of councils, housing associations, co-ops and other social landlords.

National Panel: what it's for & why it's important

The National Panel is one important way for the Scottish Housing Regulator to hear about your priorities and the services you receive. Feedback will help make sure the SHR is focusing on the important things.

Who can join

You can join if you are a tenant of a social landlord, are homeless, a home owner receiving factoring/common repairs services from a social landlord, or a Gypsy/ Traveller who uses a council/housing association site.

What's involved

As a Panel member we will send occasional surveys asking for your views - no more than 2 or 3 a year. Surveys will be quick and easy to complete. We may also ask you to give us feedback in other ways.

TO JOIN OR FOR MORE INFORMATION...

By phone: call Craigforth (who manage the Panel) on freephone 0800 027 2245

Online at: <http://bit.ly/nat-panel>

Property Factors (Scotland) Act 2011

The Property Factors (Scotland) Act 2011 placed a legal requirement on HHP to register as a Property Factor and failure to have done so would have been a criminal offence.

Following the introduction of the Act, which became effective on 1 October 2012, Hebridean Housing Partnership Limited (HHP) has reviewed the obligations and responsibilities of both HHP and owners with regards to the common parts of buildings and the surrounding environment, in respect of which HHP provides factoring services. In our case, "property factor" means a housing association which manages the common parts of land used to any extent for residential purposes and owned—

- (i) by two or more other persons, or
- (ii) by the local authority or housing association and one or more other person.

Owners have obligations and responsibilities to meet a share of the costs of repairing and maintaining any common parts of the building of which their house forms part and the surrounding amenity areas. This may include footpaths, parking areas and open ground.

HHP have not billed owners for these costs in the past. Following the change in legislation HHP now invoices owners for any common repairs required.

There are three broad categories of properties and owners. These are:

- 1) Properties where we already have a factoring service in place. These are primarily the recently built LIFT schemes;
- 2) Properties where HHP provides services such as grounds maintenance, door entry system maintenance and where owners are liable for a share of these costs; and
- 3) All other streets where properties have been sold and where there may be shared liabilities for elements such as paths, pavements and parking areas.

HHP and other owners have a shared responsibility for areas such as footpaths and car parks and HHP have now become the property factor for these schemes.

We calculate each owner's share of any costs incurred by dividing the cost of work carried out by the number of properties required to share these costs.

For the majority of owners ie, those who

fall in to category 3, there is no annual charge or management fee.

Owner's title deeds set out common obligations and provide the basis for us acting as property factor of the Common Property, and entitle us to instruct repairs and maintenance works. The title deeds may set out the value of repairs we can do without having to notify owners in advance. There is no value threshold for work needed in an emergency and we will carry out such work where there is a serious Health and Safety issue without consultation with owners if necessary. We will normally consult for work that is not an emergency.

Invoices have now been issued for the period 2013/14. The majority of invoices relate to annual servicing costs, with a small number also including a share of any repairs carried out during the financial year.

**Hebridean
Housing
Partnership
Customer
Services**

0300 123 0773

Do you receive the benefits below?

If so call now on 0800 888 6040 for free under-floor, loft, room in roof and cavity wall insulation.

Child Tax Credit & Income below £15,860



Pension Credit



Or One of the combinations below:

		Receive a work related activity or support component	Parental responsibility for a qualifying child*	In receipt of a qualifying component	Disabled worked element or severe disability element	Over 60
Income related Employment and Support Allowances	AND one of the following	☒	☒	☒	X	X
Income based Job Seeker's Allowance	AND one of the following	X	☒	☒	X	X
Income Support	AND one of the following	X	☒	☒	X	X
Working Tax Credit and has a relevant income below £15,860	AND one of the following	X	☒	X	☒	☒

* Is under 16 or over the age of 20 and in full time education (other than higher education) and be ordinarily resident with the benefit/tax credit recipient.

** Conditions apply: A Home Energy Efficiency Programme Scotland; Area Based Scheme delivered by Taigh Blath on behalf of Comhairle nan Eilean Siar.



HEBRIDEAN HOUSING PARTNERSHIP DEVELOPMENT PROGRAMME

Mackenzie Crescent, Melbost, Isle of Lewis

Work has begun on the new Melbost Farm site. This scheme of 32 houses being built by Calmax Construction will include 16 homes for rent through HHP and 16 for sale. The first section is on track to complete in January 2015 and the second should handover in July 2015.

The semi-detached properties range in size from 1 to 4 bedrooms. They will be built to the highest standards, featuring very high levels of insulation and central heating systems with air source heat pump technology to assist in tackling tenants' energy costs. There are also a number of special needs houses in the development.

The £3.6 million development has been funded by Scottish Government Grant, HHP's own resources and support from Comhairle Nan Eilean Siar.

The naming of the scheme was carried out following consultations with local community groups and it was agreed to keep the historical connection to the Mackenzie family who farmed this land.

Allt Na Broige, Marybank, Isle of Lewis

Calmax Construction was the successful tenderer for this scheme of 7 houses.

This development will consist of 3 x 3 bedroom and 4 x 2 bedroom homes to be sold under the Shared Equity Scheme. It is expected that these houses will be complete by December 2014.

If you are interested in the Low Cost Ownership for First Time Buyers Scheme (LIFT) please contact Liz MacInnes or Donna Smith at Tighean Innse Gall, 01851 706121 or email liz@tighean.co.uk

Kennedy Terrace, Leurbost, Lochs, Isle of Lewis

We are delighted to be providing new homes for rent in the Leurbost area of Lochs.

Construction works commenced on site



Mackenzie Crescent, Melbost, Isle of Lewis

in January, 2014 and this rural scheme of 8 houses will be completed in July 2014. There will be a mix of 1 and 2 bedroom properties.

Balivanich, Isle of Benbecula

HHP are very keen to move forward with a development of 4 houses for rent in the Balivanich area. Various sites have been assessed and plans for an area of land off Winfield Way are being progressed. It is hoped that this scheme can progress for completion in early 2015.

Craigston, Isle of Barra

The site at Craigston School has been identified for housing but there have been various problems which have slowed development. The scheme will provide much needed homes on the island of Barra if it goes ahead.

Crowlista, Uig, Isle of Lewis

Calmax Construction has been appointed to provide 4 new homes in the village of Crowlista. These homes will provide much needed accommodation for rent in one of our more rural communities. We expect to start on site in September subject to the de-crofting process being complete.

Future development

We have recently acquired land for future development. Land at Horgabost Harris, Goathill Farm in Stornoway and Melbost have been bought with Government assistance.

We are also looking at other rural sites and are exploring several possibilities.



Kennedy Terrace, Leurbost, Lochs, Isle of Lewis

A Day in the Life...

David Blaney, HHP Chairperson

I thought I would start off by looking up the word "chair" in a dictionary to see if I was doing anything like what is described. "The chair is the highest



officer of an organised group such as a board, or a committee. The person holding the office is typically elected or appointed by the members of the group. The chair presides over meetings of the assembled group and conducts its business in an orderly fashion. When the group is not in session, the chair's duties often include acting as its head,

its representative to the outside world and its spokesperson."

Before attending each meeting of HHP, all Board members are sent a copy of all the papers at least a week before the meeting and are expected to read them in preparation for the meeting. Because the meetings are generally held in Stornoway I, like other Uist & Barra based Board members travel to Stornoway the day of the meeting, and sometimes the day before if training is being provided as well. Then, on the day of the meeting I attend a briefing meeting, which roughly lasts an hour, with the chief executive and appropriate directors and staff to go over any reports that may need a bit more of an explanation. The main meeting usually takes place over a couple of hours in the evening, and of course my main duty is to introduce the reports and ensure the meeting runs smoothly. I am honoured that the Board members and all the staff make a great team, and all discussions take place amicably. I, like all based in the South, am obviously required to stay overnight away from home comforts, returning home the next day.

In between meetings I have been known to represent HHP at housing

conferences. The formal parts of these are usually beneficial to HHP, but quite often informal chats with chairs and Board members of other housing associations can make me realise that HHP is not alone with such issues as rent arrears, lack of funding for new build, other services that are provided, etc. Of course, such gatherings are held on the mainland. With meetings lasting a day this can mean 3 days of the week for this islander due to travel itineraries.

Now and again I can be approached in person or by phone or e-mail by tenants who have concerns. Sometimes I can be the first person that has been contacted and other times there are misunderstandings between tenant and HHP staff member. I like to think the end result is satisfaction for the tenant provided by a friendly member of staff.

When I reflect, I realise I have been part of the HHP team since the start and not one moment have I regretted. We have always been fortunate to have a good team of staff and Board members which I trust is being led by a decent chair.



Hebridean Cycle Challenge June 2014

HHP and Homeless staff took part in the Hebridean Cycle Challenge on 14th June 2014 to raise funds for the Andrew Macleod Memorial Fund which aims to provide local heart screening events supported by Cardiac Risk in the Young (CRY). The first screenings will take place in Stornoway on 29 & 30 August this year and anyone aged between 14 & 35 can register for the screening by logging onto the CRY website www.c-y-y.org.uk

Six members of staff got on their bikes and cycled 21.3 miles from the Creed Re-cycling centre to Scaldaile centre.

Another member of staff John Angus Macdonald took part in a 12km walk from Uragha to Scaladale. Andrew Macleod was the nephew of John Angus Macdonald, who is in the photo (above right) along with Andrew's parents Murdo and Dollag Macleod.

It was a great way to support an extremely worthy cause to make a real difference in our community.

Murdo said "CRY statistics report, on average 12 young people die every week from previously undiagnosed cardiac conditions (3 to 4 are in Scotland).

The 'Andrew Macleod Memorial Fund' was set up in 2013 within CRY (Cardiac Risk in the Young), with the objective of raising sufficient funding to provide future 'cardiac screening sessions' within the Western Isles.

Andrew Macleod was our Son. He was a 21 year old trainee marine engineer in the final year of his studies. On 21st Oct 2011, he suddenly died on board ship in Hong Kong, from a cardiac condition of which he had no warning or symptoms whatsoever.

He was subject to regular medical

examinations, as is a requirement for all merchant seamen, which he passed easily. Unfortunately many cardiac conditions can not be detected by a stethoscope alone, but require an 'image' to be taken, such as an 'electrocardiogram' (ECG), or an 'echocardiogram' (Echo). CRY can provide these tests within its mobile screening programme, with a target age group of between 14 & 35 years.

Plans are in place to hold two further screening sessions, the first in Sept 2015 and another in Sept 2016.

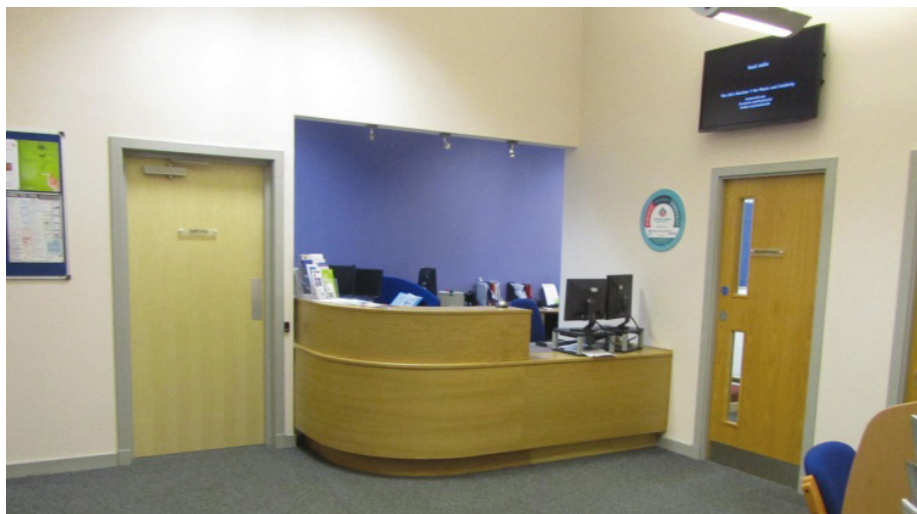
This has only been possible thanks to the support and fundraising by a number of different organisations and individuals, whose generosity has enabled us to secure the services of the CRY mobile screening unit, so don't delay and book your place today, It might just save your life!"



GARDEN MAINTENANCE

Not everyone is able to maintain their own garden for one reason or another and this can be quite distressing especially during the growing season. Do you have a neighbour who is unable to maintain their garden due to age or ill health? Would you be willing to give up a little of your time to help them out? Your help would be gratefully received by them – so go on – give your neighbour a helping hand this Summer.

Hebridean Housing Partnership
Customer Services
0300 123 0773



Office Refurb 2013

HHP's Stornoway office has been refurbished in order to improve our ability to meet with and respond to our tenants and visitors. We now have a larger Customer Services area which provides better interview facilities and space for additional tenant services – these include two public access PC's which will allow visitors access to the internet and HHP's own information resources. The computers can be used for a wide range of purposes – such as obtaining welfare and tenancy support information, completing online claim forms or making online rent payments. It is hoped that further tenant services will soon be made available.



WAYS TO PAY YOUR RENT

DID YOU KNOW THAT YOU CAN NOW PAY YOUR RENT ONLINE?

To access this method of rent payment go to:-

<http://tinyurl.com/hhppayments>

This takes you to the Comhairle's 24 hour secure Internet payments service. Select HHP Housing Rents and you can make your rent payment using this secure site with most major credit or debit cards.

You can also pay your rent by the following options:

- By rent payment card at any Post Office or Paypoint/Payzone
- At your local HHP office;
- By Direct Debit mandate on a weekly or monthly basis;
- By Bank Standing Order;
- By telephone using your debit or credit card – phone 01851 709296;
- At your local Comhairle office.

