



homeward

hebridean housing partnership newsletter

MERRY CHRISTMAS & HAPPY NEW YEAR



HHP staff with representatives from The Leanne Fund, Crossroads, Salvation Army and RNLI being presented with cheques by HHP board member Norman Macleod.

HHP BOOSTS LOCAL CHARITIES

HHP's ninth Annual General Meeting took place on 3 September 2015. The Chair, Mr David Blaney, welcomed everyone to the County Hotel in Stornoway, and reported on HHP's operation over the past year.

The Director of Resources, Ms Dena MacLeod, gave a presentation on the financial statements for the year and advised that Auditors, Wylie & Bissett, had given the Partnership a clean audit report

for the ninth year running.

The collected Membership then approved a resolution to donate £1,000 each to local branches of the following organisations:

- Crossroads (Lewis & Harris);
- The Leanne Fund
- Salvation Army; and
- RNLI.

Following the close of formal business, Ms

Lesley Baird, of the Tenant Participation Advisory Service (TPAS), the national tenant and landlord participation advisory service for Scotland, gave an informal presentation on how TPAS is working locally to promote tenant participation with the appointment of Tenant Participation Advisor, Ms Jane Ballantyne. Ms Baird also spoke about the wider initiatives being undertaken for landlords to engage with tenants throughout Scotland.

Rent First @ Christmas

Christmas can be a time of joy and celebration, and we wish each and every one of our tenants and their families a Merry Christmas and a Happy and Prosperous New Year.

However, for many families Christmas can also be a time of stress, with many people being pressurised into spending money they don't have and to buy that extra present that's soon forgotten.

Our Housing Officers have to deal with the aftermath of the Christmas overspend, as tenants find themselves unable to pay their rent which puts their homes at risk and

causes huge stress.

Our message is quite clear. Without wishing to be the Christmas 'Scrooge', please don't use your rent money to fund Christmas presents and then spend the next weeks and months regretting it.

Director of Operations John Maciver said, "Please make rent your top priority throughout the year, but especially at Christmas time. Contact your Housing Officer as soon as you think you might have a problem with rent payments. Don't put your home at risk. We are here to help."

Follow
HHP on
Twitter

twitter 
HebrideanHousing@HebHousing



WIN £100!

CLEAR RENT ACCOUNT

The first tenant selected at random who has a clear rent account on 1st January 2016 will receive a £100 voucher for a local shop of their choice.

There will also be 2 runner-up prizes of £50!



HHP Increase Funding Facility

The Board approved its spending plans for the next five years (2015-2020) on 2 September 2015.

Speaking following the Board meeting David Blaney, Chair of HHP said "HHP's Board is committed to a strategy of growth following a successful negotiation with its funder the Royal Bank of Scotland to increase its funding facility from £10 million to £15 million.

Mr Blaney said "HHP has invested a total of £55 million in existing housing and new housing developments throughout the islands since Comhairle Nan Eilean Siar transferred its housing stock in 2006. We are now entering a new investment phase. HHP will continue to give priority to meeting the needs of its housing stock by spending £20 million over the next five year period on heating upgrades, windows, doors, new kitchens and bathrooms. We will also work with our key partners the Scottish Government and the Comhairle to deliver around 30 new houses per annum over the same period. Housing services will continue to be our main focus but HHP is also looking to diversify into related areas of activity and is engaging with interested local parties to develop student accommodation in the Western Isles."

Dena Macleod HHP's Director of Resources who negotiated the terms of the new funding facility with RBS said



"It is very encouraging that RBS has confidence in the future of HHP to agree an increase in the level of funding being made available to support the growth of our core business and also new housing related activities. New investment will make an impact on meeting the housing needs of our communities and also make a very positive contribution to the Western Isles economy".

Ian Sillars, Head of Housing Finance Scotland, Commercial and Private Banking, said: "RBS is delighted to

further grow its long-term relationship with HHP.

The new homes to be built for local people by HHP are crucial, and underpin the stability and ongoing prosperity of rural communities for future generations. We are pleased to be able to assist by supporting HHP's good work."

The photo above shows Angus Lamont HHP's Chief Executive and Dena Macleod, HHP's Director of Resources signing the new agreement.

HHP accredited by Quality Scotland



On 1st December 2015 HHP were awarded "Committed to Excellence" accreditation from Quality Scotland.

Committed to Excellence is recognised by the European Foundation for Quality Management (EFQM). This level of recognition demonstrates to staff and customers of Hebridean Housing Partnership that they are serious about continuous improvement and are dedicated to the pursuit of excellence.

Investment Programme 2015-16

This year's Investment Programme is in full swing with kitchen, bathroom, window, heating, roofing and roughcast contracts on site throughout the islands.

HHP Investment Manager Peter O'Donnell said "Works have been well received and we would like to thank you all for your patience whilst the works were carried out. We would also like to thank our Clerks of Works and our Contractors for the part they have played. HHP know that having workmen in your home can be stressful so well done everyone for making the works so successful this year. There is still a lot to be done though and we

will be working through till March to get it all completed."

HHP had hoped to be carrying out insulation and environmental works by now but due to higher than expected costs this has been delayed. We would like to apologise for this.

HHP Green Book

As part of our new Investment Programme, HHP has enclosed our new 'Green Book' for 2015-18. This popular book details work we hope to carry out during this period and has become an essential reference tool for tenants, staff, Board members and Councillors.

TENANT SURVEY RESULTS 2015

In July and August a small team of students on summer placement carried out a tenant satisfaction survey for HHP. The main aim of the survey was to measure tenant's satisfaction with their homes; environment and services provided by HHP. The information was used in HHP's second Annual Report on the new Scottish Social Housing Charter.

HHP values the opinions of our tenants and would like to thank the

713 tenants who gave their time to participate in the survey.

The survey results show that 83% of our tenants are satisfied with the overall service that HHP provides. HHP's new Chair George Lonie said " This is an increase of 10% from the 2013 survey which is very encouraging."

HHP will continue to work hard to identify the things we need to do better and we will use the survey to help us with that.

QUESTION	Satisfied & Very Satisfied	Neither Satisfied nor Dissatisfied
Percentage of tenants satisfied with the overall service provided by their landlord (% satisfied)	83%	9%
Percentage of tenants who feel their landlord is good at keeping them informed about services and decisions (% good)	81%	8%
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (% satisfied)	71%	19%
Percentage of tenants who moved into their property in the past 12 months satisfied with the standard of the home when they moved in (% satisfied, for those who moved into their property in the past 12 months)	62%	12%
Percentage of existing tenants satisfied with the quality of their home (% satisfied)	87%	7%
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service (% satisfied, for those who say they had a repair carried out in last 12 months)	83%	5%
Percentage of tenants satisfied with the management of the neighbourhood they live in (% satisfied)	85%	9%
Percentage of tenants who feel that the rent for their property represents good value for money (% good)	66%	20%





FESTIVE OPENING HOURS

OFFICES CLOSE
Wednesday 23rd December 2015
@ 5pm

OFFICES RE-OPEN
Tuesday 5th January 2016 @ 9am

Emergency Contact Number:
0300 123 0773

HHP and FES WIN AWARD

HHP and FES are proud to have been selected as the winner for the PFM Award for Partners in Expert services – Property Management Category at the Awards Ceremony in London on Wednesday 4th November 2015. This national award recognises our strong partnership with FES and our commitment to continuous improvement and working together as a team.

Right: John Maciver HHP and Terry Ovenstone FES receiving their award.





HEBRIDEAN HOUSING PARTNERSHIP HOUSING DEVELOPMENT

Hebridean Housing Partnership are progressing plans to build a mixture of homes for rent and purchase in Horgabost, Isle of Harris. The development of 6 homes is expected to start early 2016 and is being delivered in partnership with CNES, the Scottish Government and the West Harris Trust.

HHP are also moving ahead with the construction of 34 new homes for affordable rent and Shared Equity in Stornoway, Barvas and Ness. These homes are being built in partnership with the Scottish Government and Comhairle nan Eilean Siar.

The houses – 24 at Mackenzie Lane, Sandwick, six at the old Barvas school and four at Habost are being constructed by local builders Calmax Construction Ltd.

Norman Macleod HHP's Development Spokesperson said "These developments show HHP's commitment to providing quality homes in the islands. As well as supporting local jobs this provides opportunities for people to get on the property ladder. I am delighted to see this latest phase of building underway. We are also looking to acquire land in Tarbert and Barra to enable us to build in these areas."

Shared Equity Scheme

The Shared Equity Scheme is aimed at building affordable homes mainly, but not only for first time buyers who are either on HHP's waiting list or in HHP housing. This is a fantastic opportunity to become a home owner and anyone interested or requiring further information should contact Tighean Innse Gall. Liz MacInnes liz@tighean.co.uk or Donna Smith at donna@tighean.co.uk will be able to answer all of your questions and give you any information you require.

Mackenzie Crescent





New Chair appointed

At HHP's Board Meeting on 18 November 2015 Mr George Lonie (left) was appointed as Chair and Mr Iain Macmillan (right) was appointed as Vice Chair. Mr Lonie succeeds Mr David Blaney who had served as Chair since 2012.



Eilean Siar Foodbank recently entered its third year of operation. The primary aim of the foodbank is to address and combat food poverty in the Western Isles by providing emergency food, and to help restore dignity and hope to those experiencing crisis.

All food is donated by the public, sorted by volunteers and distributed on the basis of referrals made by agencies such as CAB, Social Work, Action For Children and HHP. The referring agencies issue a voucher which can be redeemed at the foodbank on Point Street in Stornoway.

Food is given out discreetly in standard supermarket bags and will include cereals, milk, fruit juice, soup, pasta, meat, fish and vegetables, providing balanced and nutritional meals for 3 days.

Winter can be a particularly difficult time, with rising costs of heating and fuel. If you, or someone you know, is struggling to put food on the table, please do not hesitate to contact your housing officer on 0300 123 0773 for advice.

Eilean Siar Foodbank would like to thank all who have helped to make the last year a successful one and they look forward to working with the community going forward. Together we can help ensure that nobody needs to go hungry in the Western Isles.

Eilean Siar Foodbank
37-39 Point Street Stornoway
T: 01851 70 6650
info@eileansiar.foodbank.org.uk
www.eileansiar.foodbank.org.uk

BYE, BYE RIGHT TO BUY

The Housing (Scotland) Act 2014 will end the Right to Buy in Scotland (RTB) from 1st August 2016.

What does this mean for you?

The Act does not make any changes to the RTB rules. If you currently have the RTB (preserved or modernised) you will keep this right until the RTB is abolished on 1 August 2016.

The Scottish Government has now published a guide for tenants on what this means for you. It gives general information about your options during the notice period before right to buy ends. The guide is available at this link: www.scotland.gov.uk/Topics/Built-Environment/Housing/reform/housing-bill.

Please contact HHP on 0300 123 0773 if you have any questions.

HYDRO METERS REPLACED FOR FREE

From 7 April 2015, SSE stopped charging Pay As You Go (pre payment) customers £52 to have their Pay As You Go meter replaced by a credit meter. This is good news for HHP tenants with an SSE pre payment meter as they can now access the cheapest SSE tariffs available.

All meters must be debt free before they can be replaced so any outstanding debt will need to be paid in full.

A suitable payment plan such as Direct Debit must also be agreed before any meter can be replaced. There are other plans available so please check with SSE.

STAFF CHANGES AT BALIVANICH



Linda Johnson

Linda joined HHP as our Customer Services Assistant at our Balivanich office. Linda was brought up in Benbecula and moved back home to the island in August 2013 settling in South Uist.



Katie Walker (above) joined the Housing Department from the Council in 1992 and transferred to HHP in 2006 as a Housing Officer at Balivanich. Katie was recently promoted to Area Manager. Lisa Woodin (below) started working at HHP in 2011 as an Administrative Assistant at Balivanich and was recently appointed to Area Housing Officer having taken over from Katie.





Watch Out

Although your home has central heating and insulation, there is still the risk of frozen or burst pipes during periods of heavy frost. Following the few simple steps below should help you to avoid any damage to your home:

Keep cosy in your home

- If possible set your heating to 21°C (70°F) whilst you are up and about and 15-18°C (64°F) at night when you go to bed.
- Eat at least one hot meal a day and take plenty hot drinks.
- Wear warm layers of clothing especially when you go out.
- Keep active and wrap up warm if you go outside
- If it's really cold, set your heating to come on earlier and turn off later rather than turning up the thermostat. This saves you money and is better for the environment.
- Remember to keep your home well ventilated when possible especially when cooking or bathing.
- If you are going to be away from home then, if possible, leave your heating to come on at least once a day for a couple of hours.
- Draw your curtains in the evening and keep doors closed to block out draughts
- Find out where your main

stopcock or tap is

- Report any dripping taps or running overflows to HHP so that they can be fixed
- Always try to keep your home heated to at least 15°C and allow the heat to circulate all rooms
- If you are going away from home for any length of time during winter ask HHP to drain down your water supply. We will do this at no charge.

If your Pipes Freeze

- Turn off the water at the stop cock or tap or Surestop switch if you have one
- Switch off your immersion heater or boiler
- Turn on taps at sink, bath, etc.



for Winter

- If you have a gas combi boiler, storage heating or air source heating then keep your heating on if possible
- Call HHP on 0300 123 0773 to report the problem

If you have a Burst Pipe

- Turn off the water at the stop cock or tap
- Switch off your immersion heater or boiler
- Turn on all taps to empty your tanks
- If water could come into contact with electrical fittings then switch off the electricity at the mains
- Call HHP on 0300 123 0773 to report the problem

Remember burst pipes can cause a lot of damage. HHP will repair your house but we are not responsible for damage to decoration or to your furniture, carpets or other belongings.

We strongly recommend you take out household insurance to cover your possessions if you do not already have it.

Gas Safety

- It is our legal responsibility to carry out a gas safety check in your house every year.

If we contact you to arrange a gas service make sure you let us in as this will allow us to ensure your heating is working safely and effectively.

Stay healthy

- If you are over 65, or have a long term health condition, you can get a free flu jab from your GP to protect against seasonal flu strains

Have you applied for Warm Home Discount (WHD)? Are you worried about electricity debt?

Contact Tighean Innse Gall's (TIG) energy advice section on 01851 706121 for help in reducing fuel costs, debt advice, checking eligibility and applying for the warm home discount (which is £140 rebate from your electricity supplier if you are eligible) and advice on reducing lighting bills by up to 90%.



Recharges due to neglect or deliberate damage

Recharges are one of the most contentious areas of HHP's business, and one that surfaces from time to time on social media and elsewhere.

Tenants have a responsibility to look after homes and to maintain them in good condition. However, if houses have been damaged either deliberately or through carelessness and neglect then it is not right to expect other tenants to pay. We therefore bill tenants for such damage.

Another common reason for tenants being charged for work is where they have left houses without cleaning or clearing them. Again, it is not right to expect other tenants to pay for this.

Many of our highest recharges relate to abandoned properties where the tenant has left without notifying us of departure and we find the property damaged, dirty and full of items that have to be disposed of.

The photographs show the condition some houses were left in.



GARDEN ASSISTANCE SCHEME

Hebridean Housing Partnership operates a Garden Assistance Scheme for tenants who are not able to maintain their gardens due to age or disabilities.

The scheme operates from approximately May to October, during the grass growing season and provides a minimum of one cut per month during that period.

Applications are now invited for 2016 from all tenants who meet the required criteria to be eligible for assistance.

As there is a limited budget for the scheme, tenants who apply for assistance will be prioritised by:

- current recipients of the scheme;
- first come, first served basis; and thereafter
- applications will be placed on a waiting list based on date of application

CRITERIA

To be eligible for entry into the scheme, you must live in the property and meet one of the following requirements:



- Live alone and be in receipt of Attendance Allowance/Disability Living Allowance at the higher rate; or
- Age 75+ and live alone; or
- Age 75+ and lives with other members of the household who are all in receipt of Attendance Allowance/Disability Living Allowance at the higher rate; and
- In all cases, no able bodied relative or friend can provide assistance.

If you meet any of the above criteria and wish to be considered for assistance to maintain your garden, telephone 03001230773 for an application form.

There is no charge to you for this service.



HOUSEHOLD INSURANCE

As your landlord, Hebridean Housing Partnership's insurance policy covers the structure of your home but it does not include any of your personal belongings, floor coverings, furniture or decoration against damage caused by events such as fire or water damage.

As a member of the Scottish Federation of Housing Associations, HHP promotes their low cost Diamond Home Contents Insurance Scheme for tenants and owner occupiers.

If you would like more information on this insurance scheme, please telephone us on 0300 123 0773 and your housing officer will be happy to provide you with this.



HHP STAFF HOST A MACMILLAN COFFEE MORNING

On 25 September 2015, HHP hosted a Macmillan Coffee Morning to support the work of the Macmillan Nurses. All the cakes provided were baked by HHP staff members who, as ever, didn't fail to amaze with their creations, there was

everything from tablet to Victoria sponge cake! Those who work in partnership with HHP were invited; staff from FES, CAB and Homeless services attended and piled their plates with cake. A total of £360.00 was raised.

On Friday 23rd October 2015, HHP staff dressed in pink and supported Cancer Research's Wear it Pink day. A total of £116.00 was raised between both the Stornoway and the Uist offices.

RENT CONSULTATION 2016/17

Following previous consultation the HHP Board approved a rent guarantee that rents would not increase by more than RPI + 1% (inflation + 1%). 2016/17 is the last year of this guarantee.

The Board use the RPI figure at the end of November for setting the rent. The final November RPI will not be available until early January 2016 but current estimates are that RPI for November will be around 0.8% which would result in a rent increase of 1.8%.

Dena Macleod, Director of Resources said "The Board would like your views on the proposed rent increase and on the areas it plans to spend money over the next three years. A consultation document will be available in January 2016 for your comments."

The Board would also be happy to meet with groups of tenants if there is sufficient interest. If you are interested in attending a consultation meeting please phone 03001230773 and ask for Iona France and she will take your details. We will get back in touch with you to let you know the date and time of the meeting. The details will also be available on our webpage.

CHANGE OF CIRCUMSTANCES

Remember, if you are claiming Housing Benefit or Universal Credit and your circumstances change, it is important that you notify us, the Comhairle and The Department of Work & Pensions (DWP) as soon as possible.

Changes might include a change in your work status, people moving in or out of your household, any additional payments you start receiving, or any payments that you stop receiving. If you do not notify the relevant agencies, you may find yourself receiving benefit payments you are not entitled to and you will have to repay any over-payments and may face prosecution for benefit fraud. Alternatively, you may not be receiving all the benefits you are entitled to.

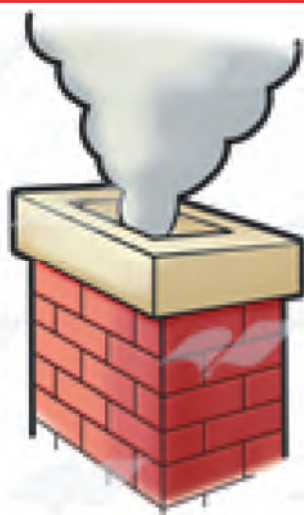
If in doubt, your Area Housing Officer will be happy to discuss things with you and offer advice.

CHIMNEY CLEANING

We have had some enquiries in relation to flue cleaning and the frequency on which it is undertaken.

Homes with solid fuel heating systems will have their flues cleaned once per year under our planned maintenance programme. The works are programmed throughout the year throughout all islands.

As the Investment programme continues solid fuel heating systems will be replaced over time but those remaining will be retained on the annual flue cleaning programme.



UNIVERSAL CREDIT

Universal Credit is now up and running in the Western Isles. Only small numbers of HHP tenants are affected at the moment, as claimants are restricted to single people making new claims. HHP staff meet regularly with DWP staff from Job Centre Plus in Stornoway and good working relationships are being developed locally. Universal Credit is as new to our staff and DWP staff as it is to everyone else, and we are going through a steep learning curve. Housing Services Manager Martin Flett said, "It's a huge relief that we are able to start with a small number of claimants, and we can use the first few claims as a learning exercise to prepare us for the mass changeover that is scheduled to happen within the next two years."

Martin continued, "Universal Credit brings with it a whole new set of challenges for Housing Associations. Our rent arrears figures are currently at a historic low and we know that it will be difficult to maintain this excellent performance if rents are no longer paid directly to landlords. We are committed to working with tenants to help them through this huge change. I would urge tenants affected to contact their Housing Officer for help & advice."

Claimants affected by 'Bedroom Tax' will still be eligible to receive a Discretionary Housing Payment (DHP) that covers the cost from the Comhairle but that must be claimed separately from Universal Credit. Your Housing Officer can help you to make this claim.

ZERO TOLERANCE FOR CONVICTED DRUG DEALERS

HHP operates a zero-tolerance policy towards drug dealing. We will pursue the eviction of tenants when they or members of their household have been convicted of dealing or cultivating controlled drugs within one of our properties under the Misuse of Drugs Act 1971.

If you or any member of your household is involved in the supply of controlled drugs or cultivating controlled drugs then your home is at extreme risk.

HHP has a zero tolerance approach to tenants dealing drugs from our properties and will take action against tenants who behave in an anti-social manner in our tenancies. We also continue to work closely with Police Scotland to ensure drug dealers are removed from our neighbourhoods.

If you have any information about drug dealing in your area, please contact Police Scotland on 111 or CRIMESTOPPERS 0800555111. Any information can be given anonymously.

You can help to make your neighbourhood a better and safer place for you and your family to live.

HHP's Director of Operations, John Maciver said 'The majority of our tenants are good, law-abiding people and they shouldn't have to put up with a tenant using their home for this type of illegal activity. HHP is delivering a clear message to any of our tenants that are convicted of dealing that we will act to ensure they are removed from our communities'.

Tenant Participation News

The Rock and Roll years.

What were you doing 30 years ago?

We are looking for old photos of housing estates, neighbours and communities. We are working with Hebridean Connections, the on line resource where people can find out about Island Life. If you are interested in looking at old photos, talking about the past or telling stories then Hebridean Connections can support you to get online, setting up smartphones, getting started with social media and more.



Repairs – taking a closer look

There are a number of tenants interested in taking a closer look at the systems and processes that deals with repairs for all HHP tenants. If you are interested in getting involved with this activity, give Jane a call.

Tenants & Residents Meetings – You Can Make a Difference

Across the Western Isles there are three formal registered tenants and residents groups: one working across the Western Isles (chaired By Allan Campbell), one in Benbecula, (chaired by Roddy Mackay) and the Cearnas Residents Association, (chaired by Barney Mackay). There are also several local groups. If you would like more information about these groups, or are interested in setting up a local group please get in touch with Jane.

Tenants and Residents groups can and do make a difference to the service provided to tenants by working together and raising issues collectively. HHP is legally required to consult with the tenants groups on issues that affect tenants.

The Western Isles Resident Forum will meet every two months on the last Monday of the month. The next meeting will be held on the **25th January 2016 6.30pm** at the Bridge Centre – all welcome

Further information and contact details can be found on the HHP website

Scottish Housing Charter

The Scottish Housing Charter came into force in April 2012. The Charter sets out the standards and outcomes that tenants can expect from social landlords, in terms of the quality and value for money of the services they receive, the standard of their homes, and opportunities for communication and participation in the decisions that affect them.

The Scottish Housing Regulator monitors performance against the Charter, and will intervene to secure improvement when needed.

Social Landlords like HHP have to produce an annual report to demonstrate how they meet charter standards. This is the second year HHP have produced an annual tenants report. You should have received your copy in the post recently. The information on the regulator's website (www.housingcharter.scotland.gov.uk) allows you to compare HHP's performance with other landlords.

If you would like to share your ideas and get involved in reviewing the information and putting together a tenant focussed report call Jane

TPAS Tenants National Conference

NOVEMBER 2015

This is an annual get together for tenants across Scotland to share ideas, information practice and experiences. There were several workshops and sessions providing the latest information and updates regarding housing policy and practice, social landlords, tenant participation and community engagement. The conference was attended by tenants from the Cearnas, the Resident's Forum and by HHP Board member Alasdair Mackenzie. If you would like to find out more about the conference you can contact the Cearnas Residents Association or Jane. If you are interested in coming along next year please contact Jane



On the Road

Jane is planning to make regular visits to Barra, Benbecula, Balivanich, Ness, Harris, Lochs and all other areas. We will include a list of dates in the next newsletter. If you would like Jane to come along to one of your community or residents meetings or meet informally for a cuppa and a chat, please get in touch.



For more information about tenant participation please contact Jane

Email jane.ballantyne@tpasscotland.org.uk

Telephone 01851 700811

Mobile 07487 891 242

Jane works Monday – Thursday 8am -12.30pm.

Information and Communication

Tenants have a right to be asked for their views before HHP makes any new housing management policies or changes existing policies that are likely to affect you. HHP must also consult you on performance standards on housing management, repairs and maintenance and their plans in terms of working with you – commonly known as the tenant participation strategy. We really want to hear your views – please get in touch. This strategy will be updated ready for the HHP Board to approve in 2016.



Moving into your new home

Moving into a new home can be an exciting time – we want this to be a good experience. Jane is supporting tenants to develop an easy to follow guide that provides information on the standard you can expect in your new home. For example cleanliness, windows and doors, walls and ceilings and decoration.

Jane Ballantyne



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HHP INVESTMENT PROGRAMME PROVIDES APPRENTICESHIPS

Members of the HHP Board met with some of the apprentices provided with apprenticeships through HHP's ongoing investment programme ahead of their recent Board meeting.

Alasdair Mackenzie from HHP's Investment Working Group said "We are delighted that our investment programme is not only improving tenants homes but is also providing apprenticeships for our young people to remain on the islands and to gain skills which will stand them in good stead through their lives."

Seven first year apprentices are

employed by Alex Murray Construction on contracts awarded by HHP to install new heating systems, renew bathrooms and for roofing and roughcasting works.

Steven Murray from Alex Murray Construction said "it would not have been possible for us to provide these apprenticeships without the major investment being made by HHP, which is hugely important to us and to the construction industry locally."

Angus Lamont Chief Executive of HHP said "this demonstrates the wider

impact which HHP is having in the islands. We are boosting the local economy, sustaining jobs and supporting training opportunities for our young people."

The photo above shows: David Blaney HHP Outgoing Chair, Alasdair Mackenzie HHP Board Member, Apprentices Lewis Graham, John Alexander Maciver, Robert Gillies, Andrew Maciver, George Waddington, Steven Murray from AMC, George Lonie HHP Chair, Angus Lamont HHP Chief Executive and Gordon Murray HHP Board Member.



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.

