



homeward



Customer Services
0300 123 0773

hebridean housing partnership newsletter

Message from the Chief Executive

On 8 July 2016 we marked the end of an era when Angus Lamont, HHP's first Chief Executive retired and handed the reins over to me.

A time of change, whilst difficult also presents us with opportunities. As tenants you have already been through one of the biggest changes when the decision was taken to transfer the ownership and management of your houses from the Comhairle to the newly set up HHP. Ten years on, much has been achieved and good foundations have been set and now we need to look forward and to focus on what we want to achieve in the next 10 years.

I would very much like to work with you to shape the housing

services we deliver over the next 5 – 10 years. I am interested in hearing from you about:

- What we are doing that you like and how we can continue to do this
- Things you think we could do better
- Your suggestions and ideas for either the service as a whole or your own neighbourhood
- Future rent levels

Over the coming months I plan to be out in your communities to hear your views and I look forward to meeting with as many of you as possible.

HHP is your organisation and if we are to embrace the challenges coming our way in



Dena Macleod and Iain MacMillan

the future to become stronger and make a noticeable difference in our communities we need to work together. We have an opportunity to contribute to the

Outer Hebrides being a thriving community and I hope we will make the most of it.

Dena Macleod
Chief Executive

HHP is 10!

This year HHP celebrates 10 years in business, serving the communities of the Outer Hebrides from the Butt of Lewis to Barra. Since September 2006 HHP has been allocating, developing, investing, building, advising, partnering and planning on behalf of its tenants, and we want to CELEBRATE our achievements with you!

On 7 September we will be holding HHP's 10th AGM at An Lanntair in Stornoway. Following close of formal business, Sandy Matheson will give a talk on housing in the islands, which we are very much looking forward to (we have had the

pleasure of hearing him speak on the subject before and it was fantastic!), and there will be a short film looking at how we have developed since transfer. Southern Islanders can join in the proceedings at Kildonan Museum, South Uist, as we will be joining the museum via video link from Stornoway. There will be a buffet provided at both venues, and a chance to mingle and chat with staff and Board Members, as well as other tenants and those working in our communities.

We have already sent out invitations to our Membership and partner organisations,

so if any invitees have not yet advised us whether you plan to attend, please give us a call or drop us an email.

If you would like to get involved in the work we do and receive a formal invitation to future events, we would be delighted if you would consider taking

out membership with HHP. For £1, you have voting rights, and an opportunity to be elected as a Board Member and help us plan for the next 10 years! Get in touch with Angela Smith on 0300 123 0773 for more details, or email her at angelasmith@hebrideanhousing.co.uk.



Follow HHP on Twitter
[@HebrideanHousing](https://twitter.com/HebrideanHousing)

You are invited to

Celebrate

HHP's 10th Anniversary AGM

Wednesday 7 September 2016 at 5.00pm

An Lanntair, Stornoway & Kildonan Museum, South Uist

A buffet will be provided

Please confirm your attendance by emailing
info@hebrideanhousing.co.uk or by phone 0300 123 0773

Investment Programme

This year's Investment programme is well underway and tenants in Cearn Hiort, Cearn Phabaidh and Cearn Ronaigh will already be admiring their new kitchen whilst those in Murdoch Place and Lewis Street will be enjoying their new bathrooms.

Roughcasting and roofing works have started although we are hoping for much needed better weather as the recent heavy rain has slowed things down a bit. Our gas heating replacement scheme has also started and tenants in Assaye Place and Ross Terrace are already feeling the benefit of their new highly efficient gas combination boilers.

New windows will be fitted in Murray Place this year after planning permission was finally obtained. HHP would like to thank all the tenants in Murray Place for their

considerable patience and hopefully we can feature their lovely new windows in our winter edition of homeward.

More heating replacements throughout the islands will get underway in August as HHP continue to install air source heat pumps and infrared heating. These new forms of heating are providing affordable warmth to our tenants without gas and are part of our plans to beat fuel poverty.

Insulation works went out to tender in July. This year we are looking to insulate more 'room in the roof' type properties which have been traditionally difficult to tackle.

Finally we will also be working on fencing to several schemes as our environmental works finally gets underway.

Peter O'Donnell
Investment Manager



Roughcasting work at Cearn Easaidh



HHP Community Benefit



Did you know that every HHP contract brings an additional benefit to the community?

Well it's true, "Our caring contractors have dug deep into their own pockets to give back something to the community whenever they have worked on an HHP contract" says Angus Macneil our Assets Contract Manager. This year Alex Murray Construction and O'Mac Construction are

handing out free LED bulbs to every household that receives a new kitchen, bathroom or heating system. Over the years our contractors have contributed towards charities such as Bethesda Hospice, Macmillan Nurses, Crossreach, Hebridean Men's Cancer Support and Eilean Siar foodbank. Their generosity is greatly appreciated by HHP and



the charities concerned.

On top of this they have freely given their time to help local communities. This year O'Mac are tidying up the playpark within the Cearnas with new fencing and a new picnic bench.

Calmax Construction has carried out work for Ness Football Club, landscaped areas at Habost and Barvas Church and donated to Ness Historical society as part

of their community benefit for building new houses in these areas. Calmax are also supplying a new bus shelter to the housing scheme at Melbost along with providing additional shrubs, trees and seating areas within the scheme.

FES have carried out work to footpaths in Ross Terrace and Macrae Place and improved the play park in Columbia Place.

HEBRIDEAN HOUSING PARTNERSHIP HOUSING DEVELOPMENT

Slighe Nan Caimbeil, Habost, Ness

The latest phase of HHP's ongoing new build development programme was completed on 3 June 2016.

The four house scheme at Habost, Ness, Isle of Lewis was handed over by local contractor Calmax Construction Ltd.

The properties are named 'Slighe Na Caimbeil' in memory of local residents who were killed during the first World War. The name was chosen by Councillor Mackay in consultation with the local community.

The houses are insulated to very high standards and have air source heat pumps which provide extremely efficient and economical heating in off gas areas.



Slighe Nan Caimbeil, Habost, Ness

Mackenzie Lane, Sandwick

Hebridean Housing Partnership have appointed Calmax Construction Limited to deliver 24 new homes for rent and for sale under the Shared Equity Scheme on the Melbost Farm site. Mackenzie Lane will provide 8 houses for the affordable home ownership scheme and 16 for rent through HHP. Of these 16 units we will provide 5 specially adapted homes. Work on site is progressing well and the development is due to complete by June 2017.



Mackenzie Lane, Sandwick

Cearnag Na Sgoile, Barvas

This Housing scheme is being constructed on the old School Site in Barvas. All homes will be for rent through HHP. The eight homes will be very economical to run with high levels of insulation and air source heat pumps. They are on track to complete in March 2017.

FUTURE DEVELOPMENT

HHP recently tendered and appointed a Design Team for the final stage of housing development at Melbost Farm. The successful team is an Island based team led by architects Anderson Associates.

Shared Equity Scheme

The Shared Equity Scheme is aimed at building affordable homes for first time buyers 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, Matthew Hebditch at matthew@tighean.co.uk who will be able to answer all of your questions and give you any information you require.



Cearnag Na Sgoile, Barvas



Photo taken by Jean Flannagan

Calabhaigh and Lochboisdale Gateway Development

Lochboisdale Pier area has been transformed by Storax Uist. Fishing activities have been relocated to the new causeway and the space developed into a community garden area. The Calabhaigh housing scheme was repainted by HHP and a communal satellite dish installed which has dramatically improved the appearance of the scheme.

The new garden area has enhanced the outlook for tenants at Calabhaigh. It is now a pleasant space to sit in and enjoy

the view. It is particularly beneficial to tenants who don't have gardens themselves.

HHP continue to work closely with the Lochboisdale Amenity Trust for the good of the area and have previously made use of HHP's handyman service to help with odd jobs around Lochboisdale. The Amenity Trust would welcome any volunteers to help maintain the garden areas. Please contact Graham Martindale or Stuart Curtis if you can spare any time to help.

A summer Market was held from 29 June through to 7 August, selling local produce and crafts at Talla Chidhe on Wednesdays, Fridays and Saturday.

Katie Walker HHP Area Manager said "We have introduced monthly drop in sessions for tenants in Lochboisdale over the summer months as we appreciate that some tenants may find it difficult to travel to the office in Balivanich. If this proves popular we will continue to provide this service on an ongoing basis."

Lewis & Harris Tenant Event - 2016

This year's Lewis and Harris tenant event was held on Friday 27th May in Stornoway Town Hall. The event was held by HHP in partnership with Western Isles Residents Forum (WIRF). It was a beautiful day. The sun was shining with barely a cloud in the sky.

Even before the doors officially opened at midday tenants were flocking in. Some dived straight into the light lunch and caught up with friends. Others headed for the stalls for 'give-away's' and to seek information and advice from stallholders.

The event was well attended by HHP staff. Tenants were urged to talk to staff about anything and everything to do with their housing or community. Housing Officers, Clerk of Works and Customer Service staff were on hand to listen to tenants and answer queries.

Tenants were able to get advice about fire safety, ways to keep their electricity bills lower, trading standards. They were able to ask contractors about their heating systems, their new kitchens & bathrooms.

Peter O'Donnell, HHP Investment Manager, announced the launch of a new partnership with Citrus Energy.



Citrus Energy is an energy switching Service. Citrus Energy will help tenants to get the best energy deals to lower your bills.

Lesley Baird, Chief Executive of TPAS, took time out from her tour of the Western Isles to chat with tenants, and present WIRF raffle prizes, at the event. She has been hosting Scottish Charter consultations with tenants across the islands.

More tenants and visitors attended than in previous years. There was a good atmosphere in the hall. HHP staff and stall holders enjoyed the event as

much as tenants.

WIRF held a raffle and prizes were kindly donated by – FES FM, Alex Murray Construction, Calmax Construction, O'Mac Construction, Torrence Partnership, Rennie Partnership, Campbell Construction Services and Tighean Innse Gall.

This year's stallholders were WIRF, Foodbank, Advocacy, Homeless Service, Hebrides Alpha, Western Isles Foyer, Trading Standards, Fire Safety, NHS, DWP, Tighean Innse Gall, FES FM, Alex Murray Construction, O'Mac Construction and Hebridean Housing.

HHP 10 YEAR ANNIVERSARY CELEBRATIONS

Hebridean Housing Partnership are celebrating 10 years of providing affordable, quality home across the Western Isles.

Many of our schemes have interesting stories behind their names. We look at the history of some of our schemes from the oldest to the most current schemes that have been developed by HHP.



1890

Tobair Mairi

The original building was demolished so that the road could be widened. A number of houses were built in the 1970s. A tenant called Mairi lived in one of them. Mairi had a well in her garden so this is where the name Tobair Mairi (Mairi's Well) originated from although there is some dispute regarding the name of the houses.

Kindly provided by the North Harris Trust



1919

1 Cleit

1 Cleit in South lochs was the first building to be taken over by the local council and eventually by HHP, in the rural area of the Isle of Lewis. A cleit is a stone storage hut or bothy. This bothy used to be home to a nurse. After a new house was built for the nurse in 1954, 1 Cleit was taken over by the local council. The semi-detached house was previously named 'The cottage' before being renamed 1 Cleit.

Kindly provided by Hebridean Connections



1925

Westview Terrace

Westview Terrace was so named because it looks west, funnily enough. However, at one point the road had two different names. As you head up away from Matheson Road, the left hand side was called Ropework Road, as there had previously been a ropeworks on the site. The right hand was called Westview Terrace. In 1957 the two sides of the street were 'unified' into Westview Terrace, but the reference to Ropework was retained in the Gaelic name – Baraid nan Rop. The Westview Terrace tenants were quite unhappy about this and when the move came to unite the two sides of the street there was uproar.

1932

1 Council Houses

In 1932, the first council houses in Benbecula were built. They were the first not only in Benbecula but also in North Uist, South Uist and Barra. This is where the scheme gets its name from. This build is located in Creagorry on the south of the island near the causeway to South Uist.



1948

Na Taighean Ùra – The new houses

As part of a nationwide house building programme launched by the government after WWII a survey of housing in Lewis found that many of the homes on the island were either blackhouses or unfit whitehouses.

Barvas parish had the highest number and proportion of blackhouses. To alleviate this Lewis had 40 prefabricated 'Swedish' houses allocated to it and 18 of these were put up in Barvas on Cnoc an Fhraoich (Heatherhill). Their projected lifespan was twenty years but to this day they are still there.

Kindly Provided by Comann Eachdraidh Bharabhais agus Bhrù (Barvas and Brue Historical Society)



Heatherhill 2003



Barvas 1960

1952

St Brendan Road

In 1952, the first council houses in Barra were built, the scheme was called St Brendan road. The scheme was called this as it was dedicated to the protection of Saint Brendan. Legend has it that Saint Brendan from Ireland being the navigator who had stopped off at to the Hebrides during his voyage to North America before the Vikings and Christian Columbus.

Kindly provided by Barra Heritage.



Message from the Chair

MESSAGE FROM THE CHAIR

I am pleased to present the Annual Report, HHP's tenth, for the financial year 2015/16.

The past year has seen HHP progress and build on past achievements. Performance has improved in all the key areas with tenant satisfaction levels improving year on year.

It is particularly satisfying that arrears of rent were reduced for the 6th year running despite the pressures arising from the downturn in the local economy and the challenges being presented as Universal Credit continues to roll out. Good arrears performance requires strong teamwork throughout the organisation and this is a positive result for all our staff.

Whilst operational performance has provided much to be optimistic about for the future, weakening demand for rented housing in many rural areas is a concern which HHP's Board is acutely aware of and is monitoring closely. We have had discussions with senior politicians at the Comhairle to assess the implications for future investment as we feed into the preparation of the Local Housing Strategy which is due to be completed in December 2016.

I am encouraged by the extent of partnership working evident in our work with the Community Planning Partnership, the Health & Social Care Strategic Group and other multi-agency partnerships including Domestic Abuse Forum and Poverty Action Group to deliver positive outcomes for our tenants and communities.

HHP continued to invest in improvements in our tenants' homes during 2015/16. Tackling fuel poverty remains a top Board priority and the significant investment targeted in improving energy efficiency in HHP houses reflects this.

I would like to thank my fellow Board Members and our staff for all their endeavours during 2015/16 and acknowledge the support of our key partners the Scottish Government and Comhairle Nan Eilean Siar.

Finally, I would like to pay tribute to George Lonie who for personal reasons has had to step down from his position as Chair and as a Board Member.

George has served HHP with great dedication over a long numbers of years. His input to the work of HHP's Board will be very much missed.



Annual Return on the Charter (ARC)

HHP submitted its third Annual Return on the Charter (ARC) in May 2016. 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 2014/15 ARC data.

DETAIL	ARC 2015/16	ARC 2014/15
REPAIRS		
Emergency repairs completed	2118	1923
Non-emergency repairs completed	3577	3153
ARREARS		
Total arrear as a % of rent due	3.82%	4.18%
Former tenant arrear written off	£31,207	£86,902
VOIDS		
Void at year end	11	10
Void for more than six months	2	0
Void loss	0.73%	0.70%
LETTINGS		
General needs	206	220
New applicants added to housing list	412	433
Number of applicants on list	578	624
DEVELOPMENT		
New build	25	8
GENERAL		
Rent increase	2.1%	3.0%

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

Statement of Comprehensive Income for the year ended 31 March 2016

	31 March 2016 £	Restated 31 March 2015 £	Non-accountant's guide
Turnover	12,710,418	10,205,727	Income from rents and other activities
Operating Expenditure	<u>(9,624,596)</u>	<u>(6,441,138)</u>	Cost of maintenance and management of properties and other activities
Operating Surplus	3,085,822	3,764,589	
Loss on disposal of property, plant & equipment	(123,606)	(30,335)	
Interest receivable	11,567	7,899	Bank interest on deposit accounts
Interest payable and financing costs	(336,222)	(342,775)	Interest on money borrowed
Surplus before tax	<u>2,637,561</u>	<u>3,399,378</u>	
Actuarial gain/(loss) in respect of pension scheme	982,000	701,000	
Total comprehensive income for the year	<u>3,619,561</u>	<u>4,100,378</u>	



Statement of Changes in Reserves for the year ended 31 March 2016

	31 March 2016 £	31 March 2015 £
Unrestricted Fund Opening Balance	21,376,400	19,735,748
Surplus from statement of comprehensive income	3,619,561	4,100,378
Prior Year adjustment	<u>–</u>	<u>(2,459,726)</u>
Unrestricted Fund Closing Balance	<u>24,995,961</u>	<u>21,376,400</u>

Statement of Financial Position as at 31 March 2016

	31 March 2016 £	As Restated 31 March 2015 Non-accountant's guide £	
Tangible Fixed Assets			
Tangible Assets-Social Housing	70,087,014	67,398,673	Houses we own
Tangible Assets-Property, plant & equipment	1,659,854	1,836,730	Offices and equipment
Investments	<u>2</u>	<u>1</u>	Share in Subsidiary & ESCO
	<u>71,746,870</u>	<u>69,235,404</u>	
Current Assets			
Stock	37,451	800,008	
Trade and other debtors	3,883,992	6,131,517	Money owed to us
Investments	3,564,265	1,814,750	Short term deposits
Cash at bank and in hand	<u>1,959,905</u>	<u>1,414,142</u>	
	9,445,613	10,160,417	
Creditors: amounts falling due within one year	<u>(1,101,194)</u>	<u>(1,043,078)</u>	Money we owe others
Net current assets	<u>8,344,419</u>	<u>9,117,339</u>	
Total assets less current liabilities	<u>80,091,289</u>	<u>78,352,743</u>	
Creditors: amounts falling due after more than one year	(9,840,869)	(8,659,584)	What we owe on loans for building our houses & money due to Scottish Government
Deferred Capital Grants	(41,162,344)	(40,973,992)	Housing Grants received
Pension Liability	(1,567,000)	(2,322,000)	
Provisions for liabilities	<u>(2,524,919)</u>	<u>(5,020,572)</u>	
Net Assets	<u>24,996,157</u>	<u>21,376,595</u>	
Capital and Reserves			
Share Capital	195	195	Number of members £1 shares
Income and Expenditure reserve	<u>24,995,961</u>	<u>21,376,400</u>	
	<u>24,996,156</u>	<u>21,376,595</u>	



2010

St Michael's Cottages

St Michael's Cottages is a recent development built in Barra. The name was dedicated to the protection of Saints Michael. A catholic church in Eriskay is also dedicated to the protection of Saint Michael.

Kindly provided by Barra Heritage



2011

**Ceann An Ora
(Bunaveandor)**

Ceann an Ora is a recent development in Harris. The hill behind the scheme is named Bunaveandor. The river that runs along the right of the scheme is called Ceann an Ora. Ceann means 'head' and Ora means 'Nordic work relating to currency'.

The land was sold to HHP by Ardhasaig Grazing Committee.

Kindly provided by the North Harris Trust



2012

Slighe Ruairidh Alasdair

Slighe Ruairidh Alasdair is a newly built scheme on the Isle of North Uist. The scheme was named after Roddy MacCuish who was HHP's Clerk of Works on the development, but sadly passed away before the houses were completed.



Ceann An Ora



2014***Kennedy View***

Kennedy View is a recent scheme built in North Lochs. It was named after a respected local teacher, Mrs Kennedy, who worked in the primary school which was on the site in early 1920's-30's until recently demolished in the early 2000's. She lived opposite until her death just a few years ago and the scheme was named in her memory.

**2015*****MacKenzie Crescent***

MacKenzie Crescent is a newly built scheme in Stornoway. The scheme was named after the Mackenzie farmers who sold the land to HHP. This new scheme offered 10 affordable new houses available to rent for the local community.



Citrus Energy launch:

Refreshingly different!

At the recent tenant event in Stornoway Town Hall, HHP launched our new energy supplier switching service which is being delivered through Citrus Energy.

Citrus Energy was set up by Cunninghame Housing Association in Ayrshire to help tenants find the best energy deals available and HHP are delighted to team up with them to help our tenants save money on their energy bills.

Citrus Energy provide a free, impartial service to HHP tenants to help switch to the best energy deal that suits your needs. They will also review your energy deal every 6 months and provide help if you have any problems with your supplier.

Just ask James Macdonald, one of our tenants who had issues with his electricity provider.

"The bills were very confusing and I couldn't understand why they said I was in debt to them. I was getting very worried so I went to see HHP and they put me in touch with Citrus Energy. It still isn't sorted but Citrus has taken a weight off my shoulders and they are keeping me up to date on what is happening"

Citrus Energy told HHP that this was one of the worst cases they had come across but they are hopeful of a positive outcome for James.

So if you are having problems with your energy bill or would like to see if there is a better deal available then call Citrus Energy today.

Peter O'Donnell HHP Investment Manager said "I would urge all of our tenants to make use of this service.

If you have never switched before then give it a go today as switching from your current supplier could save you up to 40% on your energy costs.

Switching with
citrus energy
is as easy as
1-2-3

1
Have your
energy bills to hand

2
Call us on
FREEPHONE
0800 221 8089

3
...and we'll
do the rest!



☎ 0800 83 85 87

www.breathingspace.scot

Breathing Space is Scotland's national mental health telephone service.

Whether we have been diagnosed as having a "mental illness" or not, sometimes our thoughts and feelings overwhelm us to the point where it becomes difficult to cope with everyday life. Stressful life events, money worries, relationship difficulties, ongoing health issues, loneliness, and an over reliance on alcohol and/or drugs of any kind can all mount up to the point where we "can't see the forest for the trees".

Breathing Space exists to provide a first point of contact for people who are struggling with any, some or all of the above.

Staff from health and social care backgrounds are available from 6pm to 2am Monday to Thursday, and right through the weekend from 6pm on Friday to 6am Monday. The service is free and confidential. The number won't even show up on an itemised bill.

2016 is
Scotland's Year
of Listening.

Stigma and discrimination can stop people opening up about their experiences and seeking help. However, talking about mental health can strengthen friendships, aid recovery, break down stereotypes and take the taboo out of something that affects us all.

Listening and feeling listened to are well known to have a positive impact on our mental wellbeing. The Year of Listening hopes to raise awareness of this across traditional and social media as well as in our workplaces, schools and colleges. It also seeks to raise funds and awareness for and about COSCA, the main provider of counselling training in Scotland.

- visit www.breathingspace.scot
- Breathing Space: 0800 83 85 87
- If you need to talk with somebody RIGHT NOW, phone Samaritans on 116 123, or email jo@samaritans.org



Clear rent account prize draw winner - Mary (Maisie) Maccormick of Tindill Road with Housing Officer Lisa Woodin.

Best Estate/Street Award 2016

This competition is open to tenants and residents/owners living in schemes where HHP own properties. There are three awards:-

1. **Stornoway;**
2. **Lewis rural and Harris; and**
3. **Uist and Barra areas.**

Entry to the competition is free and tenants and residents are invited to enter

their estate/street into the competition.

Entries to the competition must meet the following criteria:-

- Entrants must have submitted their entry form by Friday 30th September 2016;
- Entrants must agree to their estate/scheme being used for publicity in HHP's newsletter, if they win an

award; and

- Entrants must not have had any external help in the preparation of their area/gardens.

Judging of the gardens/estates will take place in October and entrants will be notified in advance of the judging. The judging panel will consist of HHP's Area Housing Managers and Board Members.

The winning estate/street in each area will be awarded a £200 gardening voucher to further enhance the estate.

To enter this competition please contact our Customer Services on telephone number 0300 123 0773 or call into your local Hebridean Housing Partnership office in Stornoway or Balivanich to collect an application form.



Scottish Water urges customers in the Western Isles to help keep the water cycle running smoothly

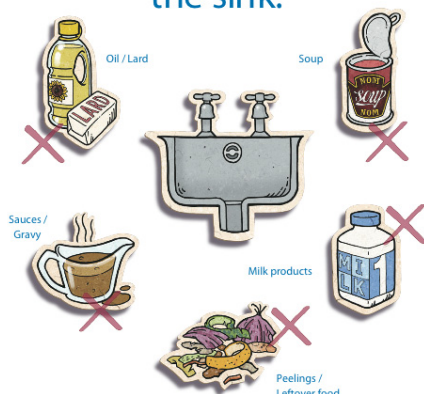
Hebridean Housing Partnership is asking customers to work with us and Scottish Water to help put an end to the high number of blockages in the network.

the pipes beneath communities where you live. This is leading to the misery of flooding of properties sometimes resulting in pollution to coastal water, local rivers and burns.

This issue can also affect Scotland's beaches and coastal environment. Scottish Water are determined to do all they can to protect and enhance Scotland's natural environment and I'm sure this is something the community in the Western Isles would fully support.

There are simple bathroom and kitchen checklists which help customers know the dos and don'ts. In the bathroom it's easy – just follow the 3P's rule (Pee, Poo and toilet Paper), everything else should go in the bin, not down your toilet.

Never pour down the sink:



On average Scottish Water attends 100 blocked drains every day across Scotland and around 80 per cent are caused by people putting the wrong things down their sinks and toilets. Bathroom waste items such as personal cleansing and baby wipes, cotton buds and nappies being flushed down the toilet, coupled with cooking fat, oils and grease poured down the kitchen sink, can collect and create a blockage of material and solidified fat.

This can't break down easily like toilet paper and collects in large clumps in

Never flush down the toilet:



Dog Fouling in HHP Schemes

Tenants and residents within schemes, who keep dogs must ensure that their dog does not foul neighbouring properties or common areas. This includes open grassed areas, pavements, footpaths, parks and play areas.

HHP accepts that dogs will foul when they are being walked by their owners. However it is an offence for the person who is in charge of a dog not to immediately remove their dog's waste and dispose of it appropriately.

Tenants who do not clean up after their dog could have their permission to keep the dog removed and the local authority have the power to issue on the spot fines against culprits.

Dog waste can carry diseases which are transmitted to people and is a particular risk to children.

Tom Hanks, CNES Community Environment Officer, can be contacted on 01851 822694. He can offer help and advice regarding dog fouling and also issues such as microchipping, noisy, stray and dangerous dogs.

Doggy Database

HHP would like to remind all dog owners that it is now a legal requirement that their pet be microchipped and their details registered on an authorised database. Failure to do this may result in a fine of £500. Microchipping is a small procedure and easily done by your vet. There are organisations that can provide financial assistance. Please discuss this with your vet.

Please note that it is your responsibility to keep the correct details on the database. If you move home, pass your dog to a new owner, or your pet dies, you must contact the database and have it updated.

Tenant Participation News

Well worth the trip - A great prize!

Lorna, Mark & Fin spend a few days in Stornoway.

Here is their report

We have set up and run a tenants group in Lochboisdale, South Uist. The group works with Lochboisdale Amenities Trust – we work together to look after our local area.

The biggest thing to happen here is the new harbour. We want to make the place where we live look good for us and visitors. We have painted the properties, placed flower tubs outside. We are also having some pop up shops over the summer.

We have been working with Jane, the tenant participation worker – she helps us to work together with HHP. This has helped get things done in our local area. We have had some problems but we are getting them sorted by working with our Housing Officer Craig Pert and with FESFM.

We asked if HHP could provide a local drop in for tenants. Travelling to Balivanich to talk to HHP can take a while – we have had two drop in sessions and another one is planned for August.

We recently travelled to Stornoway to meet other members of the Western Isles Residents Forum. We know that by working together and sharing ideas and experiences with each other we can make a difference.

We also attended the local tenant event at the Town Hall. It was great to meet so many people, HHP staff, tenants and other organisations. We got so much information and help. We attended the roadshow about the Scottish Housing charter with Lesley Baird and Jane Ballantyne, Chief Executive of TPAS – it's good to know about what is expected from our Landlord, HHP.

We have a big problem with dog fouling and luckily the people that deal with this from the Comhairle were at the event. They sent us



Lorna Macdonald and Mark Hardie from South Uist receiving their raffle prize from Jane Ballantyne, TPAS and Lesley Baird, Chief Executive, Tenant Participation Advisory Service



a pack to start a local dog fouling campaign.

For more information about the Western Isles Residents Forum contact Jane Ballantyne

More information about Lochboisdale Tenants Group contact Mark Hardie & Lorna Macdonald or visit the Facebook site.

Going home with our prizes!

Fin said 'on the 24th and 25th May myself, Mark &

Lorna were invited to go to Stornoway to meet with other HHP tenants, TPAS and other members of HHP staff. I found the events very useful and it give us plenty of opportunities to discuss positive and negative feedback from our own tenancy experience. We also discussed arrangements to organise HHP tenant meetings in Uist so that there would be a local voice to feed back to TPAS and HHP'



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.

Western Isles Residents Forum Annual General Meeting

**5th September 2016
6.30pm Bridge Centre, Stornoway**

HHP tenants and residents: You are all invited and welcome to come along –

This is your chance to meet other tenants, have your say and get involved, whilst enjoying refreshments provided.

It is an opportunity to meet the Forum members and be within an ideal base to speak freely and openly with one another and to have your comments heard about your housing service.

After the AGM we shall be inviting you to join us in an informal chat, focusing on your thoughts about the repairs service provided and what changes are needed to make the service work better.

If for any reason you are unable to attend, please contact us via Facebook, email or phone and we can voice any questions you would like to be put forward on your behalf. Responses and updates shall be provided as soon as possible after the meeting.

Please contact us if you need help with transport and/or travel costs.

Should you require further information or wish to confirm attendance, please contact:-

Maree Hoy via text 07800817555 or Jane Ballantyne.

**Find us on Facebook
Western Isles Residents Forum**

The Forum is an umbrella organisation that represents Registered Tenant Organisations and village voices (individuals) of the Western Isles tenant / community movement.



homeward

hebridean housing partnership newsletter

TENANT EVENTS 2016 UIST AND BARRA

Uist Tenant Event will be held in Balivanich Hall on Wednesday 28th September 2016, lunch and refreshments will be provided. The event will be informal and the focus will be on tenant engagement. However, if any tenant wishes to discuss any matter in private this can be arranged. Information will be provided and stall holders will be on hand to provide advice. A raffle will be drawn at the end of the event.

The Barra tenant event will be held at the Northbay Gardening Project on Thursday 29th September 2016, and will be an informal event with catering provided. Advice and information will be available on a range of issues from the investment programme to energy advice. Tenants are welcome to call in for a few minutes or stay for the whole event. A prize draw will be held at the end.

Summer Placement

Hello, I am Callum and I am going into my third year at the University of Strathclyde. I am studying a MEng in Aero-mechanical engineering. This summer I decided to come back to the Island to work with HHP. I gladly accepted the Student Placement position and looked forward to heading home for the summertime.

On my first day I was welcomed warmly by Jackie Macleod, the Chief Executive's PA. During my placement I got involved in many different areas of the company. I worked with Customer Services for the first 6 weeks dealing directly with tenants and helping them with their problems.



Then, I worked with the Clerk of Works and the Housing Officers to go out and visit people in their homes. It has been a real learning curve.

I remember on my first day being really worried about having to answer phone calls from the public. After a week of working with Andrea, Susan, Sabrina and Christina they pushed me into the deep end. They helped me answer lots of calls from the public which I was scared to do. As my Placement comes to an end, answering phone calls is easy.

I feel like I have benefited greatly from working with HHP by improving my people skills. It was great getting to know everyone at HHP and I would like to come back next year!

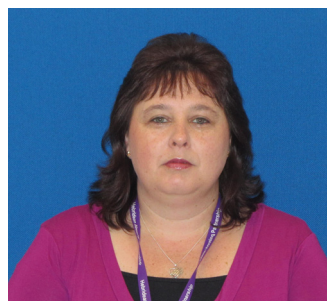
Staff changes



*Gary Macleod
Finance Co-ordinator*



*Katia Petteloot
Finance Assistant*



*Suzi Morrison
Housing Officer*

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.

