



## New Homes In Barvas

The latest phase of HHP's ongoing new build development programme Cearnag na Sgoile in Barvas, Isle of Lewis was officially opened on Friday 10th March 2017 following the handover in December 2016 by Calmax Construction.

The 8 house scheme at the old school site was delivered through a partnership between HHP, the Comhairle and the Scottish Government. The Scottish Government contributed a grant of £676K towards the development.

HHP Board Member and Member of the Development Working Group Norman M Macleod said 'I am delighted to see the completion of this new high specification development. This demonstrates HHP's commitment to providing good quality affordable housing throughout the Western Isles. This completed development is

a credit to those involved and Calmax Construction Ltd are to be commended on the quality of their work".

Local Councillor John Norman Macleod said 'Not only do we have eight new homes in Barvas but as part of HHP's Community Benefit requirement Calmax have donated funds to purchase a defibrillator for the local

community which will be stored at Galson Motors Garage'.

This Government is investing over £3 billion in the next 5 years to deliver 50,000

homes as everyone should live in a good quality, affordable and sustainable home and have the opportunity to be part of a thriving 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.



## Tenant Event

Friday 19<sup>th</sup> May 2017,  
12.00 – 2.00pm

**The annual Tenant Event will again be held at Stornoway Town Hall on Friday 19<sup>th</sup> May 2017.**

Peter O'Donnell HHP Investment Manager said 'this popular event will once more concentrate on fuel poverty and energy efficiency to enable tenants to bring their concerns to HHP staff'. We can help advise you on switching tariffs, saving energy, using your heating system efficiently or simply letting you know what works will be carried out within your home in the coming years.

With the price of electricity increasing significantly at present HHP continue to do our utmost to assist tenants in switching to the cheapest supplier. Our Citrus switching service which has founded last year is delivering real results for tenants so why not come along and see if we can reduce your electricity bill or just help you understand it that bit more.

As in previous years lunch will be provided and a free to enter raffle with excellent prizes will be held.

This year HHP will be spending £3.1m in our tenants' homes with £2.25m being spent on new heating systems and insulation to meet our requirements under the Energy Efficiency for Scottish Social Housing (ESSH).

# HHP Charitable Donations 2016

HHP is committed to assisting locally-based charitable organisations in a number of ways.

At the AGM on 7 September 2016, the Board approved a resolution to donate £1,000 each, from the surplus, to Western Isles branches of the following charities:

- // Marie Curie Western Isles;
- // Befriending Lewis;
- // Action for Children;
- // Bethesda; and
- // Garadh a Bagh a Tuath.



The photos show top Alasdair Mackenzie (Board member), Cathy MacInnes (Marie Curie) and above DR MacDonal (Bethesda), Hector MacLeod (Befriending Lewis), Iain MacMillan (Board Chair) and Margaret Ralston (Action for Children)



Representatives of Garadh a Bagh a Tuath were presented with their cheque by Board Member, Jane MacKinnon, in Barra.

## Making a Difference

Both HHP and HHP staff currently engage in a number of successful fundraising events and initiatives throughout the year in order to raise funds for local good causes.

Angus Smith, Corporate Resources Manager said "Money however, while useful, is sometimes not the only way that people can be helped, and we at HHP would very much like to do more."

We would therefore welcome suggestions from the communities in which HHP operate, or from tenants themselves, as to small projects that would improve the lives and environment in which people live, and would benefit from labour to get them done.

HHP would provide a small team of volunteers from its staff, for a day or half day, in order to help things along and to 'make a difference'.

Initial ideas suggested have included tree and bulb planting, community tidy ups, tree and bush pruning, providing volunteer support at community events and activities - but across the islands, local communities will know what their own priorities are.

Let us know, by the 31st of May, of your ideas, and we will select the best ones to support, with the work to be undertaken over the summer months.

## Rent Increase

At our Board meeting on Wednesday, 1st February, 2017 it was agreed, following the rent consultation period, to set the Rent increase for houses and garages for 2017/18 at 3.2% (RPI+1%).

The Board also reviewed 5 year plans for investing in our existing houses and building new houses. The detailed budgets for those plans were approved by the Board on 16 March 2017.

Tenants and members of the public are welcome to come along and attend our Board meetings. The meetings start at 5:30pm and generally last for 2 hours

# Grow Your Own Community

Tagsa Uibhist's new project 'Grow Your Own Community' offers Uist residents the chance to grow food in Polycrubs

Members of the local community in Uist are being offered opportunities to grow food for themselves and their families in Allotments, Greenhouses and Polycrubs (protected, community growing spaces) and to learn more about the links between growing food, avoiding food waste and acting on climate change

Grow Your Own Community is an initiative led by Tagsa Uibhist that strengthens social cohesion and develops a low carbon future for Uist through activities that include providing young families, and social housing residents with low carbon community growing facilities, developing a carbon literate network of horticultural trainers, volunteers and a Mental Health and Wellbeing support worker, and by delivering a practical community workshop programme on how to use and re-use local waste materials for food growing purposes.

## Call for expressions of interest from the community

Tagsa Uibhist would like to hear from residents in the community who would be interested in having a Polycrub installed near to where they live so that they can learn to grow food almost on their doorstep.

We are looking for the following:

- A level site of at least 5m x 13m



HHP Taigh Sgoile Growers Group, Berneray

- Ideally would be near to social housing and young families
- Ownership or permission to use the site must be forthcoming
- A written statement is required from Community Council to confirm all the above
- Once agreement is met Planning Permission must be sought by the Community Council as soon as possible

The Grow Your Own Community CCF project will provide the following:

- a Poly Crub 4m x 12m (<http://www.nortenergy.co.uk/>)
- all construction costs
- internally built raised beds, including topsoil and manure
- a support worker for each site to assist you with all your growing needs

For more information contact Murdina (Manager) on 01870 608905 OR Laura Donkers (Project leader) on [lauradonkers@tagsauibhisttrading.co.uk](mailto:lauradonkers@tagsauibhisttrading.co.uk)

## Clear Rent Account Winners



Mrs Theresa Macdonald, Uist winner, after being presented with her voucher by Housing Officer Lisa Woodin.



Mrs Christina Morrison, Lewis winner, being presented with her voucher by Housing Officer Suzi Morrison.

# Housing Development – Update

## Current Developments

### Cearnag Na Sgoile, Barvas



This development of 8 homes available for rent through HHP was successfully handed over at the end of 2016 ahead of schedule. These houses were a mix of one and two bed properties. The houses are insulated to a high standard and have air source heat pumps which provide efficient and economical heating.

### Mackenzie Lane



Construction of the 24 houses at Mackenzie Lane is progressing well. The site is due for completion in spring this year. This new development provides a mix of properties available for affordable rent and for ownership through the New Supply Shared Equity Scheme. The development comprises a mix of one and two storey houses and draws upon the strengths of the previous Mackenzie Crescent development with variations in render and cladding. The 8 Shared Equity properties have been allocated to successful applicants.

### Mackenzie Avenue

This development comprising of a total of 50 houses will utilise the last undeveloped portion of the Melbost Farm site. There will be a mix of rental and Shared Equity. Work has started on the site and is expected to complete in in September 2019.

## Future Developments

HHP's Board have agreed to progress further with proposals to develop a number of rural sites across the islands. HHP's Development spokesman Norman Macleod said "This shows our commitment to delivering high quality housing in all our communities."

### Tarbert Central Site



This small development is aiming to provide four flats located adjacent to the Tourist Information Centre in Tarbert. A design team has been appointed for this site and a design is currently under way. The successful Design Team are lead by Rural Design Ltd.

### Tarbert Police Station

We have successfully acquired the old Police Station and will now move ahead to develop plans to redevelop the site.

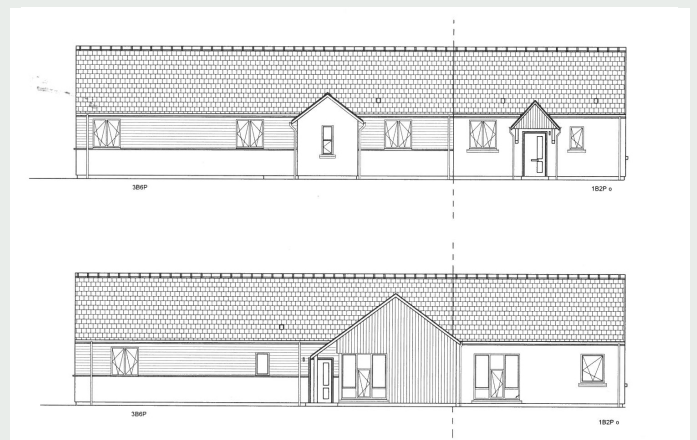
### Corran Ciosmul, Barra

Detailed work is being carried out to develop much needed new homes for Barra on this site which is owned by HHP. Land is difficult to find in Barra and this site provides the best opportunity following a search for suitable sites.

### Cameron Terrace, Leurbost

Plans are to be developed to build around 8 homes on a site in this key location.

## New House Designs



This year HHP will be building our new design of housing after listening to feedback from tenants and HHP staff. The first houses are part of our ongoing works at Mackenzie Park, will have more storage space, back and front doors and will also look that bit different from previous HHP design with coloured render and roughcast along with timber feature cladding. We hope tenants will appreciate this new look which has been developed in conjunction with local architects Anderson Associates.



# Investment programme – Harris and Uist

## HHP continuing investment in tenants homes

Our investment programme was drawn up based on information from the stock condition survey. The works focus on fuel poverty and complying with new energy efficiency targets. Meeting the Energy Efficiency Standard for Social Housing (EESH) by 2020 is a key priority for HHP.

Over the next five years HHP will invest in excess of £20 million in the stock. The 2017 programme will see the replacement of solid fuel central heating systems in Macqueen Street. As in previous years HHP will fit Air Source heating in the larger properties and Infrared heaters in the smaller properties. The full 2017 programme is detailed below.

The works will be delivered by local contractors who successfully tendered for the contract. This supports a large number of local jobs and supports the local economy and wider community.



Investment Programme 2017 – Harris & Uist		
Kitchens	Windows	Heating
Ciosmul Cottages	1 – 8 Church Road	Macqueen Street
Leonard Place	1 – 10 Calabhaigh	Bathroom
Mackellaig Place	Roughcast	Ciosmul Crescent
16 – 24 Ashdail Cottages	1 – 6 Leverhulme Road	



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# Staff Changes

**Donald Macleod** has been appointed as Hebridean Housing Partnership's new Director of Finance & Corporate Services and took up the post in December 2016. HHP's Board selected Donald from a strong field of candidates. Iain Macmillan, Chair of HHP said "I am delighted to welcome Donald to his new role as a member of the Executive Team at HHP"

Donald is a qualified Certified Accountant and prior to joining HHP he worked as Senior Finance & Planning Manager (Northern Europe) at Lenovo Technologies (UK) Ltd in Glasgow. Donald says "I am looking forward to working for HHP as Director of Finance & Corporate Resources and I would like to thank the Directors and the Board for this opportunity."



## Internal Changes



**Katia Petteloot** - Financial & Business Services Manager



**Gary Macleod** - Service Development Manager



**Rona Morrison** - Customer Services Assistant

## New Staff



**Fiona Macdonald** - Housing Officer, Uist. Fiona will be familiar to many as she has lived in South Uist for over 30 years.



**Sawan Morrison** - Financial Accountant



**Suzi Morrison** - Housing Officer, Lewis

## Farewells



**Gary Campbell** - Debt Management Officer



In March we said farewell to **Christina Macdonald** (left) who had been with HHP since 2008. In April we said goodbye to **Janet MacDonald** (right). We wish them well for the future.



# TENANT PARTICIPATION NEWS

## TALK AND LISTEN EVENTS

Have you ever wondered how houses are allocated to people? Or why some repairs are more important.

HHP are listening. We welcome your views and comments. This year we want to hear from you about:

- Repairs
- Allocating our houses
- Rent and how much you pay

There will be more information and listening events this year. There will be details on our website and in the newsletter. Jane will also post information on social media.

In the meantime if you have any comments, compliments or concerns you can speak to one of our customer service team on 0300 123 0773 or call Jane on 07487 891 242.

## THE WESTERN ISLES HOUSING ASSOCIATION COMMUNITIES FORUM

Come along meet people, make friends and enjoy a cuppa at the same time. We are having an informal get together at the Bridge café in Stornoway on:

- Wednesday 10th May at 7pm
- Wednesday 14th June at 7pm
- Wednesday 12th July at 7pm



For more information about Tenant Participation and getting involved in how services are delivered contact Jane

**Email** jane.ballantyne@tpasscotland.org.uk

**Telephone** 01851 700811,

**Mobile** 07487 891 242

**Facebook**

Jane generally works Monday – Thursday 8am -12.30pm. She is also available to meet with people in the evening or on a Saturday.

## Refuse & Recycling Collection Service IMPORTANT INFORMATION

Zero Waste Western Isles will be targeting the quality of material in all bins (comingled, glass, organic and residual) over the coming weeks. Bin audits will be carried out to ensure that contamination in the bins is being kept to a minimum. The bin auditing process also includes inspection of non-recycling bins for recyclable materials. This will help to decrease the amount of recyclable materials which currently goes to landfill. **The more waste which is diverted from landfill the less landfill tax the Council has to pay, enabling the Council to maintain the services it currently provides.**

### LEWIS & HARRIS



**GLASS RECYCLING**  
Glass ONLY  
in this bin



**MIXED RECYCLING**  
CLEAN hard plastic.  
Juice/ milk bottles/  
tins & cans/ aerosols/  
clean paper/ newspaper/  
books/ thin card



**ORGANIC**  
All food waste/  
grass cuttings/  
hedge trimmings/  
thick card/ dirty or  
soiled paper/  
flowers



**NON RECYCLABLE WASTE**  
Anything that can't  
be recycled.  
Plastic bags/ nappies/  
wipes/ cat litter/  
polystyrene

### UIST & BARRA



#### MIXED RECYCLING

Plastic drink & milk bottles  
Shampoo & Detergent bottles  
Margarine tubs & Yogurt pots  
Food tins & Drinks cans & Aerosols  
Please rinse and remove lids  
Flatten Plastics and Cans if possible



#### PAPER & CARD

Newspapers/ Books/ Magazines/Envelopes  
Thin card (no thick brown cardboard)  
Junk mail & Brochures & Binders  
Telephone directories & Greetings cards



## REPAIRS – TENANT FOCUS GROUP

The second meeting of the repairs focus group was held on 11/4/2017 at the HHP offices and was facilitated by Jane.

We had a presentation from Terry Ovenstone FESFM (the organisation that is contracted to provide the reactive repairs service) and Angus McNeill, Asset and Contract Manager, HHP.

The presentation focused on an overview of the service. Lots of great conversation and ideas floating around too!

We want to hear from you, your experience of the service, what works well, what needs fine tuning, ideas to make it even better. Tenants and residents in South Dell recently suggested using photos to help the FESFM team to help get things right first time and hey presto this is being taken forward.

Don't be shy if you would like to join us call, email or message Jane on 07487891242 or jane.ballantyne@tpasscotland.org.uk. Come and help us, this is a chance to look at how the service works and what could be made better.

Ever wondered what happens when you report an emergency repair come and find out.

## REFUSE DISPOSAL

Tenants are reminded that it is their responsibility to dispose of all items of refuse from their properties and to keep their gardens tidy. Disposal of large household items, furniture, white goods etc. from properties can be disposed of by contacting CNES in 0845 600 2772 to arrange a special uplift by Comhairle's Cleansing Section. This service costs £24.00 and up to 5 items per uplift.

Alternatively refuse can be taken to the Civic Amenity Site at Creed Park on the Lochs Road free of charge between the hours of 9.00 am to 5.00 pm Tuesday to Friday or 9.00 am to 4.00 pm on Saturdays.



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

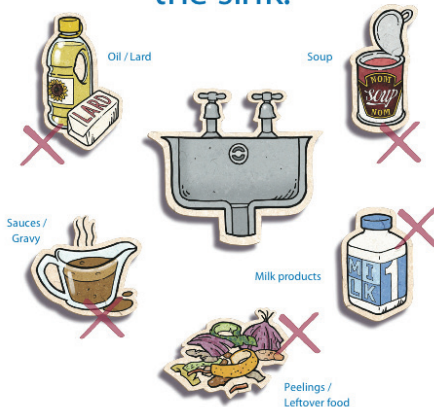
Hebridean Housing Partnership is asking customers to work with us and Scottish Water to help put an end to the high number of blockages in the network.

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. HHP have responded to 253 reported drainage issues during the last 12 months. Many of which could

have been averted if the simple rules above/below had been adhered to. It is not only a waste of our contractors' time but it is also an unnecessary expense.

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:



### Never flush down the toilet:



## ABANDONMENT

Unfortunately, tenants sometimes abandon their home, and HHP is faced with the task of recovering possession of the property. We do this under the provisions of the Housing (Scotland) Act 2001.

Housing Services Manager Donalda Mackinnon said, "We would encourage tenants NOT to abandon their home, but to talk to us and discuss their circumstances. We can help. Abandoned properties often result in high recharges because they have not been cleaned and cleared and another four weeks rent debt is also built up during the period between the two notices being served. This debt will follow the former tenant and will affect their chances of being offered another property in the future."

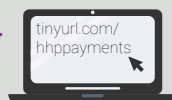
If you believe that a property may have been abandoned, please contact HHP and let us know. All information will remain confidential. Unoccupied properties can deteriorate quickly and deprive people on the waiting list of a home.



## 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: **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 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 600502
- // At your local Comhairle office

