



From Left to Right: Matthew Hebditch, Development Officer; Norman M Macleod, HHP Board Member; Alasdair Mackenzie, HHP Board Member; Malcolm Burr, Chief Executive – Comhairle Nan Eilean Siar; Kevin Stewart, Minister; Calum Mackay, HHP Vice Chair; Norman A Macdonald, Convenor Comhairle Nan Eilean Siar; Dena Macleod, HHP CEO; and Iain Watson, CNES.

Housing Minister Opens Mackenzie Lane

Mackenzie Lane, Melbost, was opened recently by Minister for Local Government and Housing Kevin Stewart. This brings the total number of completed houses at Mackenzie Farm to 81.

Calum Mackay Vice Chair of HHP's Board said: "Our vision is to 'Make our house your home' and funding of £5.4m from the Scottish Government and £300K from the Comhairle has enabled us to provide 81 new houses which our tenants and owners have been able to make their home. Building new houses is ultimately about making a tangible difference for people in the Outer Hebrides by providing somewhere they can call 'home', as well as making a considerable contribution to maintaining employment in the construction industry. We have been delighted with the quality of homes built by Cal Max Construction who also provided a new bus shelter as part of the community benefit clause in their contract."

Kevin Stewart, Minister for Local Government and Housing, said: "Everyone in Scotland should have a safe and warm place to call home and I'm delighted

that our investment has helped to make affordable housing a reality at Mackenzie Lane. This development represents a significant investment and increase in housing for the Western Isles, with the provision of 131 homes on completion of the final phase and Scottish Government grant funding totalling £9.4 million. It has also made a positive impact on the local community through creating jobs and is a great example of how partnership working can deliver high quality homes to suit the needs of people and families, allowing them to remain within their communities."

Cllr Kenny John Macleod, Chair of the Comhairle's Communities and Housing Committee, said: "The Comhairle welcomes completion of the latest phase at Mackenzie Park and the investment by all partners concerned. I also look forward to working with HHP to capture the opportunity that additional Scottish Government funding will bring over the next three years. I hope that we can work in partnership to build more affordable housing across our islands and also create a housing land bank for future years."

Welcome Scottish Government Grants For New Affordable Housing

At HHP's Board meeting on Wednesday 28th June 2017 the Board welcomed the Scottish Government's announcement of additional resources for new build affordable housing in the Outer Hebrides. The total grant available to the Comhairle over the next four years is just under £31 million which will result in just over £47 million of investment on affordable housing.

The announcement represents a substantial increase in funding and a tremendous opportunity for the islands. Iain Macmillan the Chair of the Board said "We welcome the additional funds being made available to the Comhairle and look forward to working together to deliver the enhanced new build programme throughout the islands. The Board agreed to strengthen the Partnership's development resources by approving a new Development Manager post!" The recruitment is underway.

NOTICE OF ANNUAL GENERAL MEETING

Notice is hereby given that the eleventh Annual General Meeting of the Hebridean Housing Partnership Ltd will be held in The Library, Lews Castle, Stornoway, on Thursday, 7 September 2017, commencing at 7:00pm.

Registered Charity No: SC035767; A Registered Society under the Co-operative and Community Benefit Societies Act 2014, Reg No: 2644R(S); Registered Property Factor: PF000183

Gas and Air Source Heat Pump Service

HHP would like to remind tenants that access is required to carry out annual servicing of our gas boiler and air source heat pumps. In recent years there has been an excellent response from tenants on gas servicing and non-access is at the lowest levels since HHP began.

Access to service air source heat pumps is still an issue however. HHP need to service the heat pumps to meet our obligations under the Renewable Heat Incentive Scheme (RHI). Peter O'Donnell, Investment Manager, says 'I urge all tenants with heat pumps to help improve access. The service also ensures the longevity and performance of the heat pump so it is in tenants' interest to have this work carried out.'

Investment Programme - Stock & Condition Survey

The HHP Investment Programme delivers improvements in tenants' homes to ensure that we continue to meet the Scottish Housing Quality Standard by upgrading kitchens, bathrooms, windows and doors whilst replacing heating systems ensures that we meet the Energy Efficiency Standard for Scottish Housing and take tenants out of fuel poverty.

Angus Macneil our Assets and Contracts Manager explains that "This year's programme of works, like those before, is based on a stock condition survey where a team of independent surveyors visit a sample of our tenants' homes to determine what works are required to meet these standards".

This autumn HHP will undertake a new Stock Condition survey. Letters will go out to those tenants selected and the survey should take around an hour. It will include an optional fuel poverty and rent affordability survey. We would urge tenants to take part if asked.

Once the survey is complete, the findings will shape our Investment Programme for the next 5 years. Our Investment booklet will be updated and sent out to all tenants in the autumn of 2018.



Following the Council elections in May, HHP said farewell to three Council Board Members, DJ MacRae, Norman MacLeod and David Blaney. David has been on HHP's Board since transfer, and also on the Shadow Board, and has made a considerable contribution to our development over the years. We would like to thank DJ and David for their service. Norman formally stood down as a Councillor, but was reappointed to the Board in the Board Appointed category until the AGM.

We welcomed two new Councillors on to our Board: Roddy MacKay from Uist and John Mitchell, from Harris, and we look forward to working with both of them.

Our current Board looks like this:

Iain MacMillan (Community) – **Chair**
Calum MacKay (Community) – **Vice-Chair**
Alasdair MacKenzie (Tenant)
Daniel Coyle (Tenant)
Kevin P Paterson (Tenant)
Mairi Bremner (Community)
Jane MacKinnon (Community)
Norman MacLeod (Community)
Gordon Murray (Council)
Roddy MacKay (Council)
John Mitchell (Council)

Tenant Led Inspection



Annie Binnington 90 years old Calabaigh resident, South Uist

Annie visits the office regularly and mentioned rubbish accumulating at Calabaigh and what could be done about it. Housing Officer, Fiona Macdonald, asked Annie if she would like to join her on a tenant led inspection. As a result of the inspection, the handyman service was deployed and all the rubbish was taken away, some gardens of vacant properties were tidied up as well as the communal areas. Annie was 'very pleased to help'.

Any tenants wishing to put themselves forward to take part in tenant led inspections please contact their area housing officer on 0300 123 0773.

REPAIR AND MAINTENANCE POLICY REVIEW

HHP are reviewing the Repair and Maintenance Policy in line with the regular review cycle. A small number of changes are being considered.

In particular tenants' views are sought on a proposed amendment to the Repair and Maintenance targets. It is proposed that this be amended to read as follows. The full Policy is available on our website.

1. Emergency Repairs – 4 hours

This will include any repairs where there is a risk to tenants' health and safety or a risk of serious damage to property. This will include:

- Major roof leaks
- Burst pipes and flooding
- Blockage of the only toilet in the property
- Full loss of heating
- Complete loss of electrical power or lighting
- Blocked drains which are backing up
- Broken windows

The contractor will ensure that the property is made safe. Any follow up repair work that is required will be issued under the appropriate priority.

2. Urgent Repairs

Faults which require prompt attention but

are not of an emergency nature will be dealt with under this category.

There are 3 priorities:

1 Day

(This was previously called 24 hours)

It is proposed to amend this to align it with the Scottish Government Right to Repair Scheme 1 day target and the practice of other landlords. These are mainly repairs covered by the Right to Repair Scheme and include:

- Insecure windows or doors
- Partial loss of electrical power
- Toilet not flushing
- Partial loss of heating
- Unsafe access path or step
- Blocked drains

3 Days or 7 Days

These are repairs which are essential to prevent or remove significant inconvenience to tenants or which if not attended to quickly could result in damage to the property.

Routine Repairs – 20 Days

These are repairs that require attention but do not fall into the emergency or urgent categories. They can wait a short time before they are dealt with.

3. It is also proposed to change paragraph 13.3 of the Policy which deals with tenant consultation on investment works to read as follows:

The specification of components incorporated in improvement programmes e.g. windows, doors, kitchen units and sanitary ware, will be to a high standard. Tenants will have the opportunity to participate in the setting of standards through the Tenant Participation Strategy and input to procurement tenders. Tenants will also be able to participate in the design of works where possible including kitchen layouts and choice of units.

HHP's policy on heating systems is to install gas central heating where a supply is available. Where there is no gas supply air source heating will be installed and in some smaller house types infra-red heating will be offered.

Again tenants' views are sought on this.

The full Policy and Consultation Document is at www.hebrideanhousing.co.uk. If you wish a copy to be sent to you please contact our Customer Services Team on 0300 123 0773.

HHP REPAIRS SCRUTINY GROUP

Tenant Scrutiny is about tenants being actively involved in reviewing how housing services are being delivered. Tenants inspect a housing service to review how it is working and make recommendations.

Jane Ballantyne talks to Alex Gardner, HHP Repairs Scrutiny Group

I am a quantity surveyor by profession with 55 years experience in construction. I have been involved in many of the Island developments e.g. Lews Castle School and College, the Nicolson Institute and the first phase of Manor Housing (Cearns).

Why join the Scrutiny group?

I want to contribute for the benefit of tenants and HHP. My background means that I can use my technical knowledge to provide feedback and advice.

What is involved?

Tenants and residents meet once a month. Staff from HHP or FESFM have joined us to talk about what is involved in the repairs and maintenance service. We also look at policies and documents and examine the issues.

What are the benefits?

The group is really about HHP and tenants getting to know each other and provides opportunities for tenants to be heard by HHP. We focus on specific areas - how they work and how they can be improved.



John Maciver, Anne Crichton, Maureen Shaw and Alex Gardner

We recently submitted a report to HHP which makes recommendations about how to improve the service e.g. we suggested using photographs as a way of communicating directly and visually about a repair. As a result FESFM have amended their forms to enable pictures from tenants to be used. (For a copy of the report contact Jane Ballantyne.)

What next?

We will be looking at air source heating and both planned and cyclical maintenance. Then we will focus on the Lettable Standards. Our recommendations will be reported to HHP Board.

The group would like to hear from tenants about their experiences of air source heating and both planned and cyclical maintenance.

If you would like to get involved or to share your experiences, please contact Jane Ballantyne on 07487 891242 or jane.ballantyne@tpasscotland.org.uk

**YOUR VIEW
MATTERS**

The newsletter has changed
What do you think?

We want to hear your views
0300 123 0773

[CustomerServices@
hebrideanhousing.co.uk](mailto:CustomerServices@hebrideanhousing.co.uk)

Fire Safety/Smoke Detector Servicing

Last year HHP continued the rolling replacement of smoke detectors in HHP properties. Unfortunately access has proved to be an issue in a number of properties. Recent tragic house fires serve as a reminder that smoke alarms play an extremely important role in the safety of tenants. Peter O'Donnell, Investment Managers says 'A smoke alarm can save your life so I would urge tenants to allow HHP access to replace smoke alarms.'

The recent tragedy at Grenfell Towers came as a shock to all Housing Associations. HHP would like to make our tenants aware that none of the cladding or insulation used in Grenfell Towers is to be found on any HHP property. The HHP board has asked for a report on fire safety measures.

Smoke Alarm

Testing & Maintenance

Smoke alarms need little maintenance. A few minutes of your time during the year



will ensure that your alarm is working and could save the lives of you and your family.

Check your smoke alarm's use by date

All Smoke alarms have a use by date (usually 10 years from date of manufacture). Check the use by date of your smoke alarm and replace it on or before that date.

Testing

- Test your smoke alarm every month
- Check your smoke alarm by pressing the test button

- Hold down the button until you hear the loud alert tone then release

Maintenance

- Vacuum your smoke alarm to remove dust build up and cobwebs every 6 months
- Vacuum with a soft brush attachment around alarm vents
- Use a surface insect spray to prevent insects nesting inside
- Never paint over or cover smoke alarms
- Smoke alarms will generally sound a regular warning 'beep' if the battery needs replacing
- Smoke alarm maintenance may require you to use a ladder. Please take care or seek help
- A licensed electrical contractor is required to disconnect or install mains powered smoke alarms. All other smoke alarm maintenance do not require a licensed electrical contractor

Flats available for rent now!

Further details:-

An excellent opportunity to rent 2 bedroomed flats in Lochboisdale, Isle of South Uist.

No waiting list and ready for immediate let.

The area has good bus routes and is close to local amenities such as; a hotel, ferry terminal, bank, garages, post office and café. The flats also benefit from overlooking the harbour and new residential plots.

Viewings can be arranged upon request.

Unfurnished Flats are available from £73.10 per week.

Furnished Flats also available from £109.44 per week.

Contact HHP for further details on 0300 123 0773



Mackellaig Place



Penny Irvine from, Mackellaig Place in Daliburgh, South Uist writes -

We recently participated in a great get together in memory of Jo Cox, MP. As part of the get together we started discussing community issues and what was important to us as a neighbourhood.

Although, as neighbours, we had spoken many times before, the get together helped us to realise that we had many shared interests and experiences. Our views

regarding our little community were shared and we decided to take that forward by approaching HHP to help us improve our area.

We now plan to set up a residents association and hope to continue to improve our community and develop our ideas.

If you are interested in getting involved, contact Penny or Jane Ballantyne on 07487 891242.



Message from the Chair

I am pleased to present the Annual Report for the financial year 2016/17.

The past year has seen continued progress, building on past achievements. HHP have completed 22 new homes this year with another 24 due to be completed in May 2017. HHP continued to invest in tenants homes with over £4 million spent in 2016/17 on improvements to homes including new bathrooms and kitchens. There was a particular focus on works to alleviate fuel poverty. Over 100 new heating systems were installed and the window replacement programme reached a major milestone with all homes now having double glazing. We continue to engage with senior politicians at the Comhairle to assess the implications for future investment and development requirements and how HHP can best facilitate these needs.



For the 7th 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, arrears have continued to fall. 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 housing across the most rural areas of our islands is a continuing concern and one which the Board is monitoring closely. We will continue to explore options to address this and will work with the Comhairle to assess the implications of this trend for the Local Housing Strategy.

Partnership working continues to be very important to HHP and we work through the Community Planning Partnership and other multi-agency partnerships including Domestic Abuse Forum and Poverty Action Group to deliver good outcomes for our tenants and communities.

Finally, I would like to thank my fellow Board Members and our staff for all their endeavours during 2016/17 and acknowledge the support of our key partners the Scottish Government and Comhairle Nan Eilean Siar.



Annual Return on the Charter (ARC)

HHP submitted its fourth Annual Return on the Charter (ARC) in May 2017. 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 and 2015/16 ARC data.

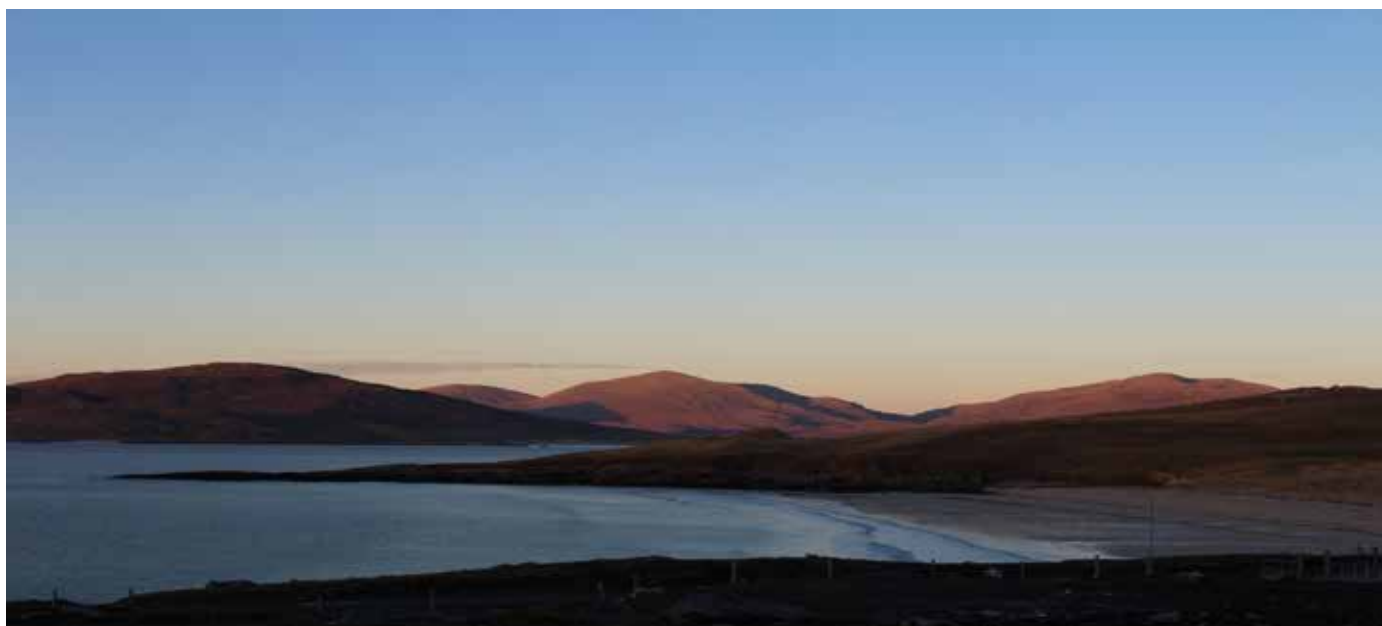
DETAIL	ARC 2016/17	ARC 2015/16	ARC 2014/15
REPAIRS			
Emergency repairs completed	1983	2118	1923
Non-emergency repairs completed	3029	3577	3153
ARREARS			
Total arrear as a % of rent due	3.46%	3.82%	4.18%
Former tenant arrear written off	£28,222	£31,207	£86,902
VOIDS			
Void at year end	20	11	10
Void for more than six months	3	2	0
Void loss	0.85%	0.73%	0.70%
LETTINGS			
General needs	225	206	220
New applicants added to housing list	453	412	433
Number of applicants on list	586	578	624
DEVELOPMENT			
New build	22	25	8
GENERAL			
Rent increase	3.2%	2.1%	3.0%



Financial Overview

Statement of Comprehensive Income for the year ended 31 March 2017

	31 March 2017 £	31 March 2016 £	Non-accountant's guide
Turnover	9,989,189	12,710,418	Income from rents and other activities
Operating Expenditure	<u>(6,792,497)</u>	<u>(9,624,596)</u>	Cost of maintenance and management of properties and other activities
Operating Surplus	3,196,692	3,085,822	
Loss on disposal of property, plant & equipment	(218,318)	(123,606)	
Interest receivable	9,568	11,567	Bank interest on deposit accounts
Interest payable and financing costs	(354,611)	(336,222)	Interest on money borrowed
Surplus before tax	<u>2,633,330</u>	<u>2,637,561</u>	
Actuarial (loss)/gain in respect of pension scheme	(1,502,000)	982,000	
Total comprehensive income for the year	<u>1,131,330</u>	<u>3,619,561</u>	



Statement of Changes in Reserves for the year ended 31 March 2017

	31 March 2017 £	31 March 2016 £
Unrestricted Fund Opening Balance	24,995,961	21,376,400
Surplus from statement of comprehensive income	1,131,330	3,619,561
Prior Year adjustment	—	—
Unrestricted Fund Closing Balance	<u>26,127,291</u>	<u>24,995,961</u>

Statement of Financial Position as at 31 March 2017

	31 March 2017 £	31 March 2016 Non-accountant's guide £	
Tangible Fixed Assets			
Tangible Assets-Social Housing	73,557,295	70,087,014	Houses we own
Tangible Assets-Property, plant & equipment	1,528,478	1,659,854	Offices and equipment
Investments	2	2	Share in Subsidiary & ESCO
	<u>75,085,775</u>	<u>71,746,870</u>	
Current Assets			
Stock	388,884	37,451	
Trade and other debtors	1,422,744	3,883,992	Money owed to us
Investments	4,506,628	3,564,265	Short term deposits
Cash at bank and in hand	2,724,142	1,959,905	
	<u>9,042,398</u>	<u>9,445,613</u>	
Creditors: amounts falling due within one year	<u>(2,491,833)</u>	<u>(1,101,194)</u>	Money we owe others
Net current assets	<u>6,550,565</u>	<u>8,344,419</u>	
Total assets less current liabilities	<u>81,636,340</u>	<u>80,091,289</u>	
Creditors: amounts falling due after more than one year	(10,583,000)	(9,840,869)	What we owe on loans for building our houses & money due to Scottish Government
Deferred Capital Grants	(41,687,852)	(41,162,344)	Housing Grants received
Pension Liability	(3,238,000)	(1,567,000)	
Provisions for liabilities	-	(2,524,919)	
Net Assets	<u>26,127,488</u>	<u>24,996,157</u>	
Capital and Reserves			
Share Capital	197	196	Number of members £1 shares
Income and Expenditure reserve	<u>26,127,291</u>	<u>24,995,961</u>	
	<u>26,127,488</u>	<u>24,996,157</u>	



HHP is a registered society under the Co-operative and Community Benefit Societies Act 2014, Registered Number: 2644R(S). Registered Office: Creed Court, Gleann Seileach Business Park, Willowglen Road, STORNOWAY, Isle of Lewis HS1 2QP. It is a charity registered in Scotland, Charity Number: SC035767, registered as Registered Social Landlord with the Scottish Housing Regulator, Registration Number: 359 and registered as a Property Factor, Registration Number PF000183

Email: info@hebrideanhousing.co.uk

Web: www.hebrideanhousing.co.uk

Phone: 0300 123 0773



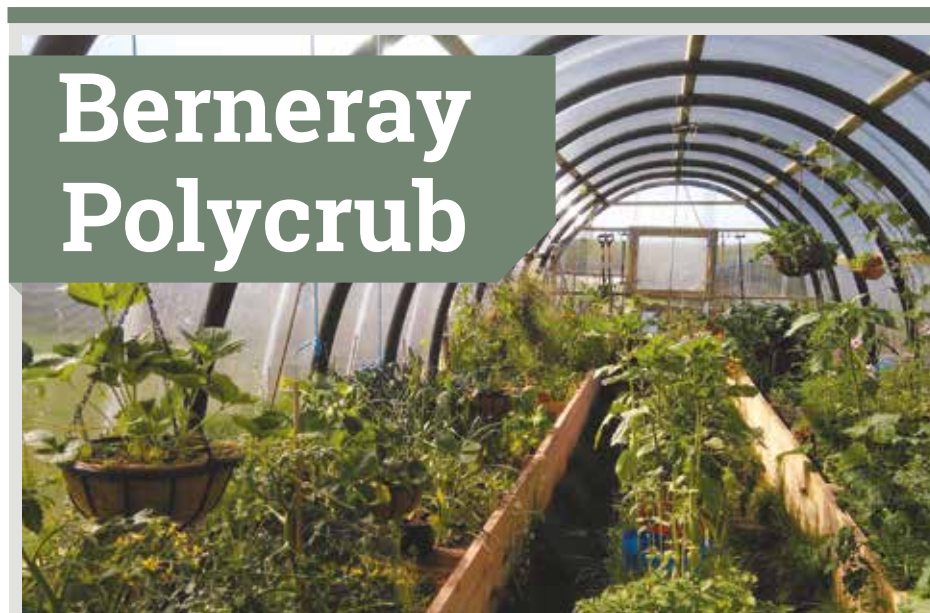
Garden Assistance Scheme

'First year participating in the scheme.
Excellent job, very grateful'
Celia Cant, South Uist

This year's Garden Assistance Scheme is in full swing across the Western Isles. HHP have run this popular scheme since 2013. HHP cut the grass free of charge for those on the scheme at least once a month during the growing season.

The scheme is aimed at HHP tenants who are not able to maintain their gardens and have no one that is able to help them. To be eligible tenants must also be aged 75 or older and are in receipt of disability benefits.

For more information about the scheme contact HHP on 0300 123 0773



Berneray Polycrunch

Since planting began in February/March the Polycrunch has been busy. The Berneray community has participated most enthusiastically. 12 individual plots are tended; the plot owners arriving several times a week to tend and water their crops. They have enjoyed strawberries, lettuce, peas, turnips radish and many more nutritious and delicious items, all of which have been voted tops for taste. Meantime we look forward to the ripening of our first tomatoes.

We are grateful for the efforts of the HHP tenants on site who regularly open and shut the windows to ensure there is good circulation of air.

Youth Club members have their own plot to grow their strawberries and tomatoes and the Community Plot is a useful source of fresh herbs and lettuce. We are pleased to be asked to participate in the

upcoming food festival Toradh nan Eilean on the 25th August when an open Day will be held. Please call and see us then, or at any other time. All visitors welcome.

For more information please contact Joan MacDonald on 01876 500248 or iantrum48@gmail.com

SSE Warm Discount Scheme

The SSE Warm Home Discount Scheme has now opened for 2017/18. Copies of their application forms can be found below. This year the payment remains the same at £140 and all payments will be applied by 31 March 2018.

The SSE website has been updated and further details of the scheme can be found at <https://www.sse.co.uk/help/accessibility/warm-home-discount>

If you have any queries relating to the Warm Home Discount Scheme or the application process, please do not hesitate to get in touch with SSE Careline team on 0800 300 111 and they will be happy to help.

Insulation Scheme

During 2017 HHP were approached by Insulation King and more recently Save Scotland Energy offering insulation services to HHP. All the works are free to HHP using Energy Company Obligation (ECO) funding, which is a government energy efficiency scheme in Great Britain to help reduce carbon emissions and tackle fuel poverty.

Insulation King were given the go ahead to install room in roof insulation in our remaining room in roof properties and have currently carried out work in some 40 properties. Any areas that were not able to be insulated will be addressed by HHP at a later date.

Save Scotland Energy have completed surveying the majority of cavity walls that were filled with mineral wool. HHP will be checking that we hold guarantees for the work which was carried out before HHP was established. If there are no guarantees then Save Scotland Energy will extract the insulation and re-fill with new beaded insulation which comes with a 20 year guarantee. Save Scotland Energy are also offering under-floor insulation which will proceed once properties are identified.

HHP will review the insulation programme once works that attract funding are complete.

Worried about paying your rent?

HHP recognise that in times of financial hardship many are struggling to make ends meet but rent should be a priority. Rent debt will not go away and may result in you losing your home. If you are struggling with your rent payments HHP can help. There may be benefits you are entitled to and we would urge anyone who is experiencing difficulty to contact their Area Housing Officer in the first instance on 0300 123 0773.

Your local CAB office is also there to help if you are experiencing financial hardship. Please don't ignore the problem, we are here to help.

Out and About with HHP

HHP staff at the Uist office have been busy out in the community at local shows from Barra to Harris. We met lots of tenants, locals and visitors. We have received some lovely feedback and some interesting suggestions. It was great to also meet some VIPs, including local councillors Ian (Tam) MacNeil and Paul Steele and also Alastair Allan (MSP).

The weather was mostly good although both the wind and rain did cause some challenges with our displays.

At the North Harris Show, Lisa Woodin and Fiona MacDonald were asked to be judges for the Baby Beauty and most Glamorous Granny contests.

At the EDF festival, Norman and Fiona gave away HHP balloons to kids. Later a funny thing happened, HHP purple balloons were witnessed floating above everyone's heads in a packed, jumping tent whilst Trail West were in full swing!

Glamorous Granny Julie Francis with Fiona Macdonald



(Right) HHP stall at the Barra Highland Games



(Left) Kerri Graham and beautiful baby Thomas Graham with Lisa Woodin



Eilean Dorcha Festival, Uist



South Uist & Benbecula Agricultural Show



ReStore Has Moved

Cothrom ReStore is a project that offers practical and creative learning and volunteering opportunities through restoring, refurbishing and upcycling furniture. Through donated materials, we also create items out of textiles and wood. Through doing this, we aim to divert as much household waste from landfill as possible and promote a circular economy.

We have a fantastic show room in our new purpose built Recycling and Training Centre at Ormiclate, South Uist with a lovely selection of pre-loved furniture at reasonable prices. This is a great place for new tenants to pick up the basic furniture needed to set up their first home. If we do not have the item you need when you call we can keep your contact details and

let you know when something suitable is donated.

As our aim is to save the amount of unwanted household items going to landfill please remember ReStore when you are moving home; replacing furniture; or just looking to dump that tired table! Give us a call on 01878 700910; e-mail us on enquiries@cothrom.net; or message us on Facebook and we can arrange to pick up your unwanted item.

Alongside the showroom our building has three workshop areas that allow us to support students to learn new skills in woodworking, textiles and upcycling. Could any of these be of interest to you? Or are you inspired to volunteer? Research suggests that people who volunteer



benefit as much as those they're helping. From making new friends to building up confidence to learning new skills and much more, volunteering offers you as much as you're giving.

So, why not contact Cothrom ReStore and see if you can help out? From making the tea to painting furniture to driving the delivery van, there'll always be something you can do.

ReStore is open Monday to Friday, 9am-4.30pm

Telephone: 01878 700910 Email: enquiries@cothrom.net

TENANT PARTICIPATION



Rebecca Mahoney, Manager at the Foyer and Lewis Macdonald receiving their voucher from Jane.

Just how many nails did Jane have to count?

Jane from TPAS and Alasdair Mackenzie, the Tong village voice and vice chair of Western Isles Housing Association Communities Forum, hosted a display stand at the Tenant Event in Stornoway Town Hall in May. They were encouraging people to share their views, comments and suggestions about the repair and

maintenance service whilst trying to guess the number of nails in the pot.

The lucky winner was the Western Isles Foyer who received a £25.00 Argos voucher, kindly donated by FESFM.

This was also a great opportunity to talk to tenants about the work of the Forum.

The Forum is the umbrella group providing a voice and central point for all tenants and tenant and residents groups across the Western Isles.

A quick look at Graham Park Tenants/Residents Group...

I can't believe it's nearly 10 years since our little fledgling group began, writes Ann Maclean from Graham Park. We are a small informal group, too small to be an official Residents & Tenants Organisation.

Our objectives are:

- To meet and share with neighbours and foster a strong sense of community spirit.
- To welcome newcomers.
- To maintain ongoing dialogue with HHP.

From the outset, members of HHP staff have attended and participated in our meetings, giving everyone in our small estate the opportunity to share concerns and ideas and get to know staff from all the different disciplines.

Over the years, encouraging good communication and transparency has proved to be mutually beneficial. We engage with TPAS and participate in group work

which gives HHP an interesting tenant's perspective on different aspects of running a Housing Association.

On a lighter note, several people have also been involved in keeping our small estate appealing to the eye! We received funding a number of years ago to purchase several tubs which were then planted up and placed around the estate. They continue to be a source of colour and interest. A few years ago we won the Best Small Rural Estate Award, of which we're very proud. We also held a street BBQ a couple of years ago (yes - when we had that rare thing - a good summer!)

We hope to continue to grow in terms of numbers but also to engage younger members, utilising their skills and talents for the benefit of the community as a whole. Perhaps the next decade will see this hope fulfilled!

TPAS Scotland Annual Conference 2017



For many years now, HHP have supported tenants to go to the annual TPAS tenant conference. Calum Mackay from the Cearnas Community Association and Chair of TPAS says 'This is a great opportunity to meet other tenants, find out what is happening in housing and tenants groups across Scotland and to make friends and connections'.

The TPAS Annual Conference is at the Fairmont Hotel in St. Andrews on 3rd-5th November 2017 and is bigger and better than ever.

Over 1000 tenants attend from across Scotland and further afield including Northern Ireland, England and Wales. There are workshops about housing, health, and welfare.

If you are interested in getting involved contact Jane Ballantyne on 07487 891242



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.

YOUR VIEW MATTERS

What do you want to see in this newsletter?

We want to hear your ideas 0300 123 0773 CustomerServices@hebrideanhousing.co.uk



Staff Team Building Day



This summer HHP staff members from Balivanich and Stornoway came together at Horgabost for a team building day where we could get away from the offices and get to know each other in a less formal way.

"Our day started very early, alarm set for 5.30am, leaving Balivanich at 6am for the first ferry from Berneray to Leverburgh so we were the first to arrive giving us the first pick of the afternoon sessions. Meeting in Harris gave us a really good opportunity to meet colleagues from Stornoway who we had only ever spoken to over the phone. The variety of challenges stretched us out of

our comfort zones and will definitely help us work better together." Linda Johnson, Admin Assistant, Balivanich

"We could not have picked a better place or a better day as the sun shone brightly on the stunning Talla na Mara Community Centre next to the HHP homes at Pairc Niseabost. Sunglasses and sun-cream were in short supply but as the sun sizzled we were happy to be away from the office. The day was jam-packed with activities designed to get teams working together." Peter O'Donnell, Investment Manager

Student Placement



Donald Alexander Macritchie IT Student Placement writes:

"After completing a HNC in Web Development at City of Glasgow College, I joined HHP in mid-June for a 3 month summer IT placement. My role is to assist the Corporate Resources Team in developing and maintaining HHP's website, Intranet and database systems.

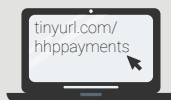
On day one I was given the task of designing and developing the first iteration of HHP's Staff Intranet. For this project I needed to apply all the knowledge I had gained from my course, along with learning new web technologies such as Wordpress and WampServer. I was able to complete a prototype Intranet based on feedback and suggestions from the Corporate Resources Team; I hope it will serve as a good starting point and something that can be built upon in the future.

Another project I attempted was a presence detector, to determine who was or was not in the office. This project was particularly interesting for me as it was the first time I got to work with a Raspberry Pi computer. I managed to get the detector working to a point, but ultimately it proved unreliable!

Overall my summer placement has been a very positive experience."

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