



Message from Dena Macleod, CEO

44 days ago we stepped into a new way of living created by the lockdown. 'Interesting', 'challenging' and 'frightening' are a few of the words used to describe this time. We have all been discovering that we are capable of a lot more than we thought possible. A common purpose, to come through the pandemic of COVID-19, has seen people throughout the islands rise to the challenge. We look out for each other, speak to new people during daily exercise,

express thankfulness, appreciate our local NHS and navigate social distancing as we do our grocery shopping.

Whilst the restrictions of lockdown apply to us all, depending on our circumstances the impact is felt in different ways. So I hope you and your family are doing okay and managing to adapt to the changes.

Our home should be our safe space, so if you have found it tough for any reason and have concerns, please phone 0300 123

0773 and ask to speak to your Housing Officer. We aim to do our best to help you as much as we can. Thank you for your patience with us as we try to deliver services during this time.

We will be using our website and social media to keep you up to date with any changes to our services.

I look forward to seeing you on the other side, till then, stay well.

HHP Services at a Glance

 NORMAL (with social distancing measures where required)	 Customer Services (phone & email)	 Applications	 Rent Advice	 Invoice Payment Processing	 Complaints	
 DISRUPTED	 Repairs (emergency only)	 Allocations / Mutual Exchanges	 Estate Management and Inspection	 Tenant Participation	 Information Request Responses	 Rent Payments (online / paypoint / phone still available)
 CLOSED / POSTPONED	 Offices (Stornoway & Balivanich)	 Garden Assistance & Grounds Maintenance	 Planned Maintenance	 Investment Works	 Development Programme	 Termination of Tenancy Inspections

FES FM Contract Award



Following a competitive tender process for the Planned, Cyclical and Response Maintenance and Void Works Contract, FES FM have been awarded the contract for the next 5 years from 1 April 2020, with the option to extend for a further 2+2 years.

This contract is a key part of our long-term commitment to ensure every Tenant receives a high quality repair service from us.

Norman Macleod, our Chair, commented: "It is great to see this contract being won by FES FM. They have worked hard over the last 9 years to ensure Tenant satisfaction with the works they undertake. It is especially pleasing to see local workforce being retained through this contract award, and we look forward to continuing our successful partnership with FES FM".

Mr. Ian Maitland, Managing Director, FES

FM added: "FES FM are extremely proud and excited to have been awarded the contract and look forward to continuing this work for a further 5 years. We believe that the success of FES FM in the Outer Hebrides over the last 9 years has been through recruiting a local workforce, training and promoting those employees within our organisation and investing in local businesses through a local procurement initiative where possible and our investment in local community benefit strategies".

FES FM have committed to continue to engage with all stakeholders and local businesses, and to ensure the highest standard of service is being delivered to Tenants and to delivering positive social and economic impacts throughout the Islands.

We hold First Virtual Board Meeting

29 April 2020 was a first for Hebridean Housing Partnership, one that a few short weeks ago seemed unimaginable.

The Covid-19 pandemic has forced millions of offices and workplaces to close their doors in a collective effort to reduce the spread of the virus, and we were no different. With all staff now working from home, it was necessary to hold our first 'Virtual' Board meeting. This was done using Microsoft Teams, with Board Members and Officers able to link up via video conferencing facilities to hold the meeting.

The meeting ran relatively smoothly, and the Teams facility enabled people to discuss matters, ask questions and give approvals with ease. Although video conferencing is no substitution for face-to-face interaction, the system worked well. It has given us a good option to be able to carry on with Board business in line with our rules and Standing orders whilst ensuring good governance and accountability for the decision making process.

The meeting was also an opportunity for the Board to welcome Mr. Gordon Macleod who has joined the Board on a Co-opted basis. Mr. Macleod and his family live in Harris and brings a wealth of valuable experience to the Board, including a career with the Police Service spanning more than 30 years.

At the time of writing, it is not anticipated that lockdown measures will have been significantly reduced or removed and so there is a second virtual Board meeting scheduled for 20 May 2020, a public minute of which will be available on our website.

If you would like more information on the role of the Board, or how you can join us, please get in contact with the Executive Office at info@hebrideanhousing.co.uk or by calling 0300 123 0773.



Well done to Clear Rent Winners, Mr & Mrs Maccorquodale, Lochmaddy

All of us at HHP were sorry to hear of the recent passing of 2 of our previous board members.

Archie Campbell from Paiblesgarry and Gerry Macleod formerly of Lochboisdale. We extend our sympathies to both families.



Spring Wildlife Photography Competition

There are signs of spring everywhere. Most of us are currently making the most of spending more time at home. We are enjoying watching flowers starting to bloom, trees beginning to bud, birds nesting and flying insects waking from their hibernation. There is such a lot of wildlife in your gardens. We invite you to capture some of the signs of spring using photography.

This competition is open to tenants and residents living in our housing schemes throughout the islands in the following groups:

Group A - Primary school age children

Group B - Secondary school age children

Group C - Adults

Your spring wildlife photograph must be taken from your window or from your garden.

Only one entry per person permitted.

Prize

The winner of the best photograph in each group will receive a £50.00 voucher of their choice.

How to enter

To enter this competition please:

Email your photograph to info@hebrideanhousing.co.uk, with the subject PHOTO COMPETITION.

Please ensure file size is maximum 10Mb.

Post to the Hebridean Housing Partnership office in Stornoway.

All entries must include the name, address, telephone number and age of the photographer for primary and secondary aged children.

- Photographs must be received by 6 pm, Monday 1st June 2020
- Entrants must agree to their photograph being used for HHP publicity
- Entrants must not have had any external help in the preparation of their photographs

Judging of the photographs will take place in June and entrants will be notified 18 June 2020.

What Have Our Housing Officers Been Doing During Lockdown?

Housing Officer Kevin Poke writes ...

"Since the start of the current lockdown process, the Housing officers have been busy trying to contact all tenants to make sure that you are safe and well and to see if we can help you during the current Coronavirus crisis.

Our first priority has been to ensure that our elderly and vulnerable tenants, who may be self-isolating or shielding, are getting all the support and care they need. It is particularly important that they are aware of the available support in the wider community and are able to access them.

We have tried to ensure that all tenants are given the correct advice regarding: support schemes, accessing financial aid and ensuring basic food and fuel needs are met. We are working closely with other agencies to help people with advice on benefits, energy, fuel costs and food needs going forward.

We arrange for daily collection and delivery of food parcels from the local Foodbank to those who need them, either due to financial struggles or no access to transport.

Our services and payment options are still available so that you can continue to pay your rent as normal. If you are having difficulty paying your rent or your circumstances have changed please call us on 0300 123 0773.

In the main, we have tried to reassure our tenants that we are still here for you and will try to help you with any situations as they arise. We will get through this crisis together."



Kevin tending his strawberries

Development News

Following Government advice all our new build development sites are currently closed. All sites will be re-opened when it is safe to do so; however this will have an inevitable impact on completion dates. Dates quoted below may change due to the current period of shutdown. Development programmes will be revised when work restarts.

Lewis



Mackenzie Avenue nears completion with the final 2 properties under construction. If you are interested in one of the last remaining Shared Equity properties for sale at Mackenzie Avenue please contact christina@tighean.co.uk.

Goathill Development

O'MAC are underway with work on 74 properties for social rent and New Supply Shared Equity. Enabling works for the 52-bed care home and 50 housing with extra care flats are nearing completion and work has commenced on the Care Home and HWEC foundations.

Scotland Street

The refurbishment of the building on Scotland Street is due to complete in Autumn. This is a developer led site with Lewis Builders.

Harris



The development at Pairc Niseasboist, Isle of Harris is now complete. O'Mac Construction Ltd handed over the properties in December 2019 and all 4 have been marketed for sale as New Supply Shared Equity. One 2 bed property remains available and enquiries can be made via sharedequity@hebrideanhousing.co.uk

Rural Lewis

Four properties in our Rural Lewis contract completed in March 2020 - 2 homes in An Glib, Point and 2 homes in Edgemoor Square,

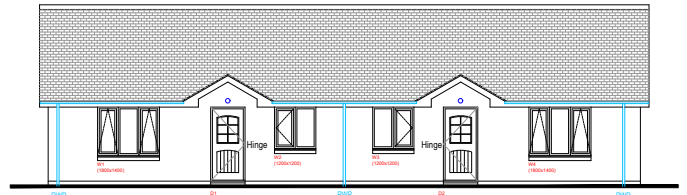


Ness. Properties at Cnoc a Runaire, Tolsta are due for completion in late spring.

We have purchased the former Comhairle Garrabost Care Unit which will be refurbished to create 2 new homes for social rent.



Sgeir Ghlas, Breasclete is a mix of social rent and New Supply Shared Equity homes that are due for completion in late spring. For more information regarding Shared Equity at Breasclete please contact christina@tighean.co.uk.



Calmax Construction are on site with our latest developer led project. This will see 4 new homes for rent in Shawbost, Isle of Lewis.

Rural Uist



Sites in rural Uist are progressing well. The 5 properties at Garrynamonie are nearing completion. Work is also progressing well at Torlum and Winfield Close with both due for completion in Summer 2020.

Investment News

Normally the spring edition of Homeward is where we let tenants know about works that are planned for the coming year. Whilst we are still able to do that, the current situation with COVID-19 means that we are unable to tell you when the works will start.

The good news is that we have already awarded contracts in preparation for starting as soon as the Scottish Government gives the go-ahead. We have scenarios planned that will allow us to begin work and still deliver most of our projects on time. All we can do at the moment is wait and ask you for your patience.

Regardless of when works begin, we do appreciate that some tenants may not be able to give us access due to their personal circumstances and ongoing issues with COVID-19. We will write to tenants once works are planned to start so please just let us know if you wish the works to be delayed.

This year's works are still in line with our Investment programme as detailed in the wee green book that we sent to you a while back. We do not anticipate issues with the delivery of the kitchen and window replacement works throughout the islands

as these are relatively small contracts. Bathroom and fencing should also be delivered this year.

Heating

We have split the heating contracts up into 5 smaller contracts to ease the pressure on contractors to deliver this year. The sooner we start these contracts, the more chance we have of completing them.

Smoke and Heat Alarms

We will be upgrading smoke and heat alarms to over 1000 homes in Stornoway, Uist and Barra. These are crucial works to ensure safety in your home, so we urge you to allow access for this work to be carried out.

External Insulation

Finally ... we are looking to carry out external insulation works to some of our Swedish Timber properties. We will be entering in to an agreement with SSE to carry out these works. Tenants will be notified when we are in a position to start the work.

Peter O'Donnell

Investment Manager

Gas Servicing to Continue

Despite the current restrictions we are required to carry out annual gas safety checks on all our gas appliances. It is essential to ensure that gas installations are safe and that you and your family's safety is not at risk. This is even more important when we are all spending the majority of our time at home. You will receive Gas service letters, as normal, to let you know the date of your service.

On the day of the service, our gas contractor will carry out a short telephone survey to ensure you are well enough to allow access. This survey will also apply to the engineer who will be attending your home.

Our aim is to ensure everyone is safe and that social distancing rules are followed. If we can access the boiler via a back door then this will happen. We will ask you to leave the room until the service is over. Our engineer will clean all necessary surfaces before and after the service.

If we have to access a number of rooms in your home, our engineer will outline our method of doing this on the day of the survey. Please follow the advice of our gas contractor to ensure your safety. We will not ask you to sign the gas safety certificate but a copy will be left at the boiler.

Your safety is important to us so please work with us to ensure your gas boiler is serviced.

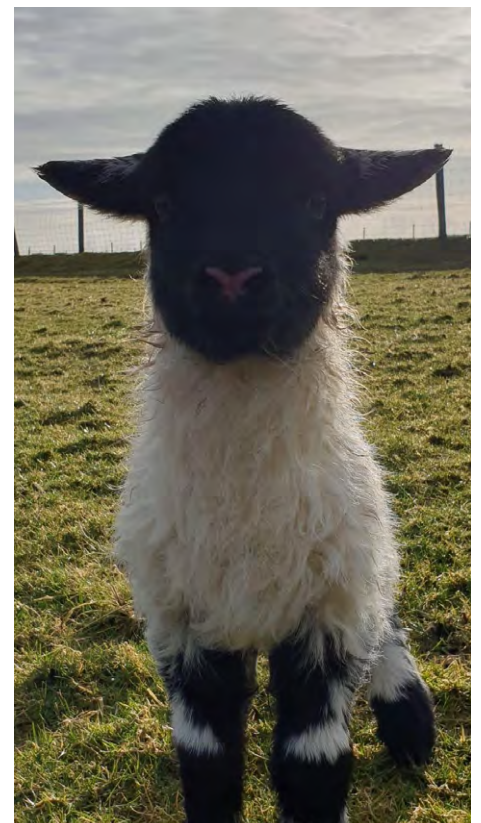
On the Rails



Lisa Woodin, Housing Officer, recently visited Jessie Ann in her home in Balivanich. Jessie Ann lives with her father and her son.

Her father has some mobility issues. He was having difficulty moving around their home safely. They contacted the Occupational Health team. Following their advice, we have installed some handrails throughout the property including in the bathroom and at the front door as modelled by Jessie Ann.

The steps up to the house are now manageable and the bathroom a safer place to move around. This means Mr Macdonald can continue to stay at home and retain more of his independence.



A nose lamb in Back.

AVAILABLE SUPPORT DURING LOCKDOWN

Covid-19 Coronavirus (Scotland) Act

On 1 April, the Scottish Parliament approved emergency legislation, in response to the pandemic, which includes changes to the way some benefits are administered. After 7 April, if you make a late application due to Covid-19, you may still be eligible for the following:

- Pregnancy and Baby Payment – you can be paid up to £600 until your child's 1st birthday, or 18 months if you are looking after a baby or young child that isn't yours
- Early Learning Payment – nursery or childcare place funding - eligibility can increase up to a child's 4th birthday
- School Age Payment

Parents and carers under the age of 18 are automatically entitled to these payments – even if they are not on benefits. You may still be eligible after your 18th birthday if Covid-19 meant that you couldn't apply on time.

- Young Carer Grant – young carers may be eligible after turning 19
- Funeral Support Payment – applications can be made up to six months following a funeral. The six month rule can be ignored for clients applying late, if the reason for delay is in relation to Covid-19

When applying online, you may receive automatic prompts advising that you are not eligible but you should continue with your application. You will be able to submit documents to support your application.

If you are claiming Universal Credit, you may also be entitled to some of these payments.

For more information about these benefits or to apply visit mygov.scot/benefits or call 0800 182 2222.

SSE and Covid-19

Some common questions during the current crisis:

Pay As You Go meter

I can't go out because I've been advised to stay at home. How can you help?

There are different ways we can help if you're in this situation. What you should do depends on the type of Pay As You Go meter you have:

If you don't have a smart meter

We encourage you to keep at least 14 days' worth of credit on your meter in case you need to self-isolate. It's also worth noting that the credit on your meter will need to cover any debt repayments and standing charges.

If you're not able to do this, please ask family members or friends if they can help you. Remember to wash your hands before and after you handle your card, and disinfect the card before it's given to anyone. Don't forget to disinfect the card again when it's been returned. Also, try to avoid direct contact with the person who picks up and drops off the card.

If you're unable to ask friends and family, please call us and we'll help by taking payment over the phone and arranging for an engineer to deliver your credit on a key or card.

If you don't have funds to top up your meter, SSE can offer you a temporary credit or reduce any payments made through your meter so your credit lasts longer. Call SSE on 0345 072 9495 (Monday to Friday: 8am-8pm; Saturdays, 9am-6pm; Sundays, 9am-5pm).

SSE say "Our call centre will be busier than usual but please bear with us. Once you're through we'll review your situation and talk you through the options.

Remember – most meters have an emergency credit or a friendly credit facility if you're temporarily unable to buy credit."

Lewis

Comhairle nan Eilean Siar	01851 600501
Established dedicated service to collect details of individuals who are looking for support during Covid-19	
Co-operative, Macaulay Road	01851 705005
email: shop.6838@coop.co.uk	
Home delivery/pick up. Payment can be made by cheque on delivery. No card payments.	
Willowglen Garden Centre	01851 705656
Delivery of pet food and other essential items.	
Campbell's, Stornoway	01851 702127
Home delivery - Stornoway - Newmarket	

Rural Lewis

Galson Estate Trust	0746918944
Food collection services	
https://twitter.com/UrrasOG/status/1243088073459671040	
Cross Stores, Ness	01851 810241
Home delivery – Port of Ness - Borge	
Welcome Inn, Barvas	01851 840343
Home delivery – Borge – Shawbost	
Tolsta Shop	01851 890281
Home delivery – Tolsta – New Tolsta	
Gordons Diesel	01851 820200
Home delivery – Tong - Gress	
Campbell's Cameron Terrace	01851 702127
Home delivery - North Lochs – South Lochs	
North Lochs Community Association	01851 860418, 01851 860307, 01851 363047
List of volunteers to help with dog walking, animal feeding, shopping, collecting prescriptions, meals, advice on staying connected with technology or simply a friendly phone call.	
Ravenspoint Shop, South	01851 880236
Home delivery – South Lochs	
Uig Shop	01851 612282
Home delivery – Bernera – Tir Mor	
Breasclete Community Centre	07395 929314
If you are vulnerable in the community and would like some assistance give them a call.	
Carloway Community Association	01851 643297
Offering support with shopping and collecting prescriptions etc.	

Harris

South Harris Community Response Group	
Platform to share information and co-ordinate responses where required in times of need.	
Ardhasaig Stores	01859 502066
Home delivery	
AD Munro, Tarbert	01859 502016
Home delivery -excluding Westside	
Leverburgh Shop	01859 520370
Home delivery East, South & West Harris (excluding Tarbert)	
Brownies, Tarbert	01859 502319
Home delivery - North Harris – Scalpay	
Comhairle nan Eilean Siar	01851 600501
Established dedicated service to collect details of individuals who are looking for support during Covid-19	

Uist & Barra

Foodbank, Barra	Kenneth – 01870 810557
Kenneth.maclean@barracab.casonline.org.uk	
A&C Maclean Butchers	
Shop order	810291
Home delivery/pick up Cobhair	810906
Padola's	
Shop order	810846
Home delivery/pick up Cobhair	810906
Co-op	
Shop order Cobhair	810906
Home delivery/pick up	
Buth Bharraigh	01871 817948
Home delivery -	
Berneray Community Council	01876 540384
Support for those entering a period of self-isolation	
Grimsay Community Council	01870 603359
Providing assistance to those in Grimsay who are unable to get out for shopping.	
info@grimsay.org	
Resilient Uist	
A Facebook group set up to help the Uist community during the pandemic	

Paying Your Rent

If your circumstances have not changed you should continue to pay your rent as normal.

If you are affected by the current crisis and are worried about paying your rent please contact us on **0300 123 0773**. We will do our best to help you avoid getting into rent arrears or avoid further action.

If your working hours have reduced or you have lost your job, you should apply for Universal Credit (UC) that may include housing costs. For more information about UC and Covid-19 visit www.gov.uk/universal-credit.

If your employer has told you not to work, information is available from Citizen's Advice Scotland www.cas.org.uk. Further information relating to Covid-19 and your finances can be found from The Money Advice support with Service Scotland www.moneyadvicescotland.org.uk.

We aim to contact all tenants to carry out welfare checks. We have contacted many of you to offer advice and support. It is important that you let us know if your contact details have changed recently on **0300 123 0773**.

Alternative Ways To Pay For Shopping Or Access Cash

Co-op Gift Card

Launched a gift card scheme anyone shielding or self-isolating and reliant on others to do their shopping. Call the dedicated Co-op phone line on 0800 029 4592, you can purchase a gift card which can be shared with friends, neighbours or volunteers to pay for shopping in your local Co-op store.

Post Office - Payout Now

A voucher with a barcode sent by text, email or post to a customer who can share it with a trusted person to withdraw cash

Post Office - Fast Pace

A service allowing a customer to arrange for a trusted person to collect a cheque from them, cash it at Post Office and return with the money.

Advocacy Western Isles

Advocacy Western Isles (AWI) has continued to provide a service during the current lockdown. All Advocacy Workers are working from home and have been busy supporting people and organisations to enable available services to continue to meet their needs.

We recognise that this period of lockdown brings many challenges for professionals providing a service. We have strived to help them to find the support people are looking for. We have explored available support within the community, accessing food

parcels, support to access Crisis Loans, Grants and vouchers for fresh food and support for people living with Mental Health issues.

Vouchers

Vouchers are available if you have no money to buy fresh food, i.e. fruit and vegetables, chilled food, meat and fish. Items that are not provided in food parcels. Vouchers are available to those who have been affected financially during the current situation.

Vouchers can also be accessed for lower

income families whose food budgets are stretched due to their children being at home all the time.

How to Receive a Voucher

To receive a voucher you must be referred by a professional organisation e.g. your Housing Officer, a Councillor, Social Security Scotland or Cearns Community Association. Your name and address must be given for audit purposes only.

Referrals can be made by telephoning our Stornoway Office on 01851 701755



FOOD BANK
BARVAS AND BRUE COMMUNITY CENTRE
Commencing Tuesday 12th May 2020
The Food Bank will be Open
Tuesdays: 3:15—4pm
Fridays 3:15—4pm



You can contribute and leave food at the centre at the above times.
Access can be gained via the side door to the left of the entrance and someone will be available to assist you.

The kinds of items that you can donate are:-

Cereal	Tinned Meat	Sugar
Tinned Soup	Tinned Fish	Pasta or Rice
Tinned beans	Tinned Fruit	Tea bags
Tinned Tomatoes	Tinned rice pudding or custard	Long Life Juice
Tinned vegetables (2 different types)	Biscuits	Long Life Milk
Jar of sauce	Chocolate	Spread (eg jam, honey, peanut butter)

Please ensure the items are non-perishable, in date and well wrapped.

For those who require items from the food bank - The items will be delivered and dropped off at your home. Please contact any of the following to arrange this:-

Sarah—07927236450

Murdo—07770824552/840 284

Louis—07870362449

Please specify if you are gluten free, have allergies or intolerances so that the appropriate items will be given to you.

This will be a new food bank service provided for those that need it the most in the community and discretion is assured for anyone wishing to use this service.

This project is supported by Urras Oighreachd Bharabhais, Foundation Scotland and Comhairle Nan Eilean Siar





Digital Champions

Introduction

The Digital team at SCVO (Scottish Council for Voluntary Organisations) are working with us and other partners across the housing sector to develop a network of digital champions.

What The Data Tells Us

20% of the Scottish population don't have all the essential digital skills.

7% of the Scottish population have none.

Those without essential digital skills are likely to be facing other forms of social exclusion and inequality – they are more likely to be older, disabled and from low income households.

People living in social housing are 20% less likely to have the digital skills they need, than people who rent privately.

What We Are Doing

We have a group of Digital Champions to help support tenants across a range of different areas. From setting up email to using that Alexa or other smart speaker

gift sitting in a box. We are also a member of the Online Centre Network. If you want to learn more please contact us:

cr@hebrideanhousing.co.uk or call 0300 1230773

Some Helpful Online Resources To Support Your Digital Learning Journey:

Learn My Way

(www.learnmyway.com)

- Bite size modules covering a range of digital subjects to help anyone at any level.
- You can enter the resource number 8005580. All learners can use this ID when they're signing up on

AbilityNet

(<https://www.abilitynet.org.uk/>)

- AbilityNet supports people of any age, living with any disability or impairment to use technology to achieve their goals at home, at work and in education.

Tenancy Training in School

In our ever-changing world, responsible and environmentally sustainable tenancies are more important than ever. We were looking forward to delivering a programme of training to senior secondary school pupils across the Outer Hebrides on the subject of Gaining & Sustaining a Tenancy with our partners from the Education Department, Homeless Service at the Comhairle, Tighean Innse Gall and Western Isles Foyer.

The delivery of this course is now delayed due to the ongoing Coronavirus crisis, but we intend to have this up and running as soon it is safe and practical to do so. We will focus on topics such as: housing options, housing application forms and paperwork, setting up a home, budgeting, looking after a property, neighbours and communities, housing for the future and housing as a career. Working together, we look to equip local young people with some of the essential life skills they will need as they prepare for their next steps.



Electric Car

We have leased an electric car, which was funded by Switched on Fleet Grant, via Comhairle nan Eilean Siar as lead partner. This car was acquired as part of our ongoing climate change/carbon reduction initiatives. The vehicle leased is a BMW i3, and it is for a 3 year period.

We have applied for funding through Energy Saving Trust to contribute towards the purchase and installation costs of electric vehicle charging post.

This car is a pool car for all staff to use. We are mindful that miles travelled, especially across long distances and across islands, contribute to global warming, and hope that it will be one eco-friendly way of keeping in contact with, and visiting tenants and properties.



Growing Your Own Vegetables

One good way of coping with the stress and anxiety of being in 'lock down' is to get your hands dirty. Fresh air is good for you and your whole family. Why not use this time to work in your garden whether that is trimming, pruning, mowing or growing.

Here are some ideas of things you can do together or on your own to help keep busy and improve your garden. You should end up with something fresh and tasty to eat.

Here are some simple tips to help you get started:

Start with Seeds

New gardeners should start with one or two vegetables that you like eating. Some stores have 'honesty shelves' outside,

allowing you to keep socially-distanced when buying your seeds and plants

Find a Spot

When you're growing vegetables in your garden, you need at least 6 to 8 hours of sunlight to grow. Look for a sunny spot without shade, access to water and good soil. You could also use a container or raised beds for planting.

What Can be Planted in Spring?

Spinach, radishes, lettuce and potatoes can be planted as seeds in the ground or in pots. Leafy greens and hearty herbs are a good choice because we usually only eat the leaves and they tend to grow quickly.

Crops like cabbage, broccoli and kale and those are all things you can get in the ground when you can work the soil. Check the seed packets for advice on when and where is best to plants these.

Finally...

If growing your own vegetables is a bit too much to take on why not trim back the plants and bushes in your garden or mow the grass.

Not only will you feel the benefit of the time outside doing something productive but it will give you a nicer outdoor space to enjoy, especially when the sun is shining.



A wee sign of hope in dark days. First calf from one of the Housing Officer's crofts in Uist

Looking Back and Moving Forward

We are always planning for the future but we are also very aware of our past.

Recently we discovered a set of old rent cards during an office clear out. The cards dated back to before Comhairle nan Eilean Siar was formed and it got us thinking about who our longest serving tenants may be.

Unfortunately, our records only go back as far as 1975. If you or your family have been tenants in your home for 45 years or more we are interested in hearing from you. Together we can paint a picture of the history of social housing in the Outer Hebrides.

Please get in touch with us by mail, email, phone or on our website and let us know your name and address.

TENANT PARTICIPATION

Time for Change

Spring is the time for change. Everything feels brighter and clearer. It feels like it was a long wet winter.

With change in mind, I left my post at the end of April. Five years has flown by, hasn't it? During this time I have had the privilege to work with some wonderful people. You have opened your home and hearts to me and I would like to say thank you very much. It has been a pleasure working with you all.

So looking forward ... now is a great time to really get involved and work in partnership with HHP to make things better for you and your home.

I have been working with a lovely group of people to develop HHP's new five-year plan for Tenant Participation. We have held a couple of gatherings to share and discuss ideas and areas to develop. A lot of this work comes down to people and really good communication, from everyone, after all it all starts with the first Hello, doesn't it? The group came up with a list of what tenant participation means day to day.

We want to know we are cared about as a person first and a tenant second 365 days a year.

1. Mutual trust and respect with partnership working
2. Sharing of information, power and ideas
3. Information that is understandable to aid consensus
4. Decision making that is open, accountable and transparent
5. Tenants are given time to absorb information and form their own views
6. Independence of tenant organisations is respected
7. Tenant Participation adapts to changing local needs
8. Tenant organisations are adequately resourced and supported
9. Tenant Participation takes account of rural issues
10. There are no barriers and equality is built in

A new Tenant Participation person will be announced later this year, once some of the social distancing measures are relaxed.

Jane Ballantyne

Tenant Participation Officer



Jane got stuck in at the Summer Fun Day last August, where she made candy floss.

Thank You Jane

Recently our Tenant Participation Officer, Jane Ballantyne, decided to leave her role to pursue new challenges. During her 5 years in the role, Jane developed and delivered our Tenant Participation Strategy and has laid the groundworks for our tenant participation activities for years to come.

However, Jane's real achievement during her time working with us was to develop relationships and friendships that have strengthened links with our tenants, especially her work with the Western Isles Residents Forum. Jane's dedication, professionalism and willingness to engage with everyone meant she was a joy to work with.

All the staff and board members at HHP wish her all the best in the future.

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			3					
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			5			8		
1					9			2
6					9	3		5
9		1				2	3	
5		2			3	4		1

Sudoku

If you feel like a challenge, see if you can complete our Sudoku grid.

Never played it before?

The rules of the game are simple:

Each of the nine blocks has to contain all the numbers 1-9 within its squares. Each number can only appear once in a row, column or block



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**YOUR VIEW
MATTERS**

What do you want to see in this newsletter?

We want to hear your ideas

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CustomerServices@hebrideanhousing.co.uk



Windyhill

Lisa Woodin, Housing Officer writes ...

"I visited Miss Macleod in her Tarbert home (before the lockdown I hasten to add) to see how she was getting on with her new Air Source heating system.

She had taken advantage of the upheaval to have her furniture rearranged so as well as being lovely, warm and cosy her living room now seemed much more spacious making it easier for her to get around.

While there she let it slip that she is going to be 93 this year.

I asked if she had always lived in Tarbert. She told me she was born in West Tarbert and at that time there was nothing around the harbour area. At a young age, she left for city life to train as a nurse.

On her return to Harris she went to live in Sunnyhill but she said that she felt 'it should have been called Windyhill' which made me laugh. She is now in a smaller home close to Harris House which she pops over to regularly."



Befriending
Lewis & Harris

Join us!
Currently
offering
telephone
befriending
across Lewis
and Harris



**Are you or someone you
know feeling lonely?**

**No one to talk to?
Struggling with social
distancing?**

LONELINESS CAN AFFECT ANYONE

Email: info@befriendinglewis.org.uk

Call or text: 07496 081902

**GET
IN
TOUCH!**



**VOLUNTEERING
HEBRIDES**

A Volunteering Hebrides Project, Scottish Charity SC041459

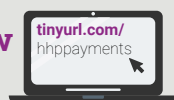


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Ways to pay your rent

**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



Please note we are currently unable to take cash payments

