

Homeward

Summer 2021

June 2021

Making Our House Your Home

Customer Services : 0300 123 0773

TENANT
SURVEY

YOUR CHANCE TO HAVE YOUR SAY

We want to know how satisfied you are with the services we provide. Unfortunately this year, due to current COVID-19 restrictions, all surveys will be completed by telephone calls or on line survey rather than face to face.

We have recruited three local students to carry out the survey. They will be doing this over a 12 week period commencing 14 June 2021.

Participation is completely voluntary. We would urge all tenants contacted to take part. We will select a random sample and aim to survey 40% of tenants. We value your feedback. The results of this survey will shape the future of our service delivery and we will provide a full report on the survey towards the end of the year.



Joel Martin



Kim Macdonald



Ross Budge

We know people will be wary of scam calls. When one of our students phones you the number 0300 123 0773 will appear on your caller display.

If you have any doubts at all please do not hesitate to call us to confirm that it is a genuine call.

HHP SERVICES AT A GLANCE



FOLLOW US ON SOCIAL MEDIA



@HebHousing



@hebrideanhousing

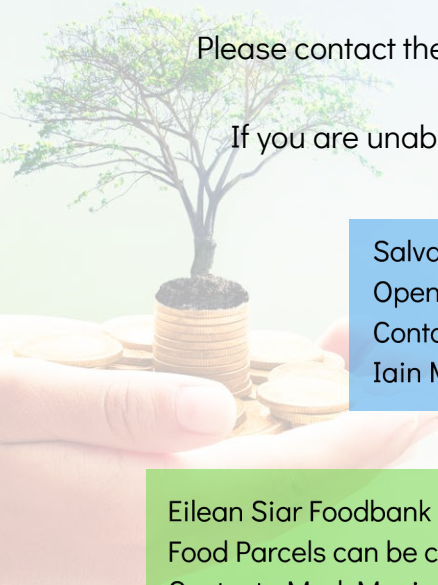
FOODBANKS AND FUNDING

Comhairle nan Eilean Siar continues to have support available for people in hardship and has recently received an additional £81k from the Scottish Government for this.

There is a network of foodbanks available throughout the Islands to support those in need.

Please contact the Comhairle on 01851 600501 if you are experiencing financial difficulties.

If you are unable to access a foodbank please contact us and we can arrange delivery



Salvation Army Foodbank - Based in the Stornoway Golf Club
Open Wednesday & Saturdays
Contact - Faith & Christopher Thompson, Salvation Army - 01851 703875
Iain Macdonald, Stornoway Golf Club - 01851 702240

Eilean Siar Foodbank - Based in Stornoway
Food Parcels can be collected or delivered
Contact - Mark Maciver – 01851 706650 or
eileansiarfoodbank@gmail.com

Uist & Barra Foodbank - Based in Uist
Open Mon 9am - 12.30pm and Friday 2pm - 4pm
Food Parcels can be collected or delivered
Contact - Janet on 01870603130 or
info@uistbarra.foodbank.com

- Thousands of applications are being processed each week to get money to families as soon as possible
- Payment will be calculated from the day that they apply
- The Scottish Child Payment Fund will give qualifying parents and carers £40 every four weeks for each child under six
- People who supply their mobile number will be kept up to date on the progress of their application by text



Apply now!

Scottish Child Payment

Social Security Scotland
Tearainteachd Shòisealta Alba

APPLY NOW



0800 182 2222



MYGOV.SCOT/BENEFITS

Social Security Scotland delivers a number of benefits for families :

- Best Start Grant Pregnancy and Baby Payment
- Early Learning Payment
- School Age Payment
- Best Start Foods.

Not sure if an email is genuine?

TV LICENSING tvl.co.uk/scam

Stop.
Check.
Ask.

STOP before entering your personal or bank details.

TV LICENSING tvl.co.uk/scam

Stop.
Check.
Ask.

CHECK for your name, not just "Dear Customer".

TV LICENSING tvl.co.uk/scam

Stop.
Check.
Ask.



DEVELOPMENT UPDATE

Work continues on our new build sites with contractors following Scottish Government COVID-19 Guidance. We currently have over 170 new homes being built.

Despite the pandemic and its implications, last year saw 26 homes (22 rented and 4 Shared Equity) being handed over.

The 4 homes at Cnoc A Charnain, Shawbost were handed over in April 2021

Scheme	Area	Type	Units
Mackenzie Avenue	Stornoway	Rent	2
Sgeir Ghlais, Breasclete	Rural Lewis	Rent	6
Sgeir Ghlais, Breasclete	Rural Lewis	NSSE	4
Cnoc A Runaire, North Tolsta	Rural Lewis	Rent	4
An Glib, Garrabost	Rural Lewis	Rent	2
Trosaraidh, Garrynamonie	Uist	Rent	5
Cnoc Na Monadh, Torlum	Uist	Rent	2
Winfield Close, Balivanich	Uist	Rent	1
Total Handover 2020/21 Financial Year			26



SHARED EQUITY

There is currently one 2 bedroom (4 Person) shared equity house available for purchase at Sgeir Ghlais, Breasclete.

It is valued at £120,000 for an equity share that will cost between £72,000 (60%) and £96,000 (80%)

Please contact christina@tighean.co.uk for an application pack to start your journey into home ownership.

LEWIS & HARRIS



Calmax Construction has started work on the 8 homes at Gleann Mor, Barvas



Alex Murray Construction are on site at South Dell, Isle of Lewis, constructing 6 new homes for social rent



Alex Murray Construction continues work on site at the former Police Station, Tarbert. The flats are scheduled for completion in summer 2021

UIST & BARRA



MacInnes Bros Ltd are on site at Howmore to build 4 homes. This site has been named Ionad Mairi Bremner in memory of former HHP Board member from Uist

CalmaxConstruction has commenced work at the Low Flyer site in Balivanich to provide 10 homes for social rent

The Hughes Lodge site at Lochmaddy is being progressed, in conjunction with TIG to build 8 social rented homes. We are currently awaiting planning and building applications.

We are awaiting planning permission to progress a 6 home site at Cleat Road, Barra.

ATTENTION ALL GARAGE OWNERS



We are due to carry out inspections on garage sites
Please can you get in touch and provide us with contact details
to arrange inspection times.



Mr Roddy McIntyre, Daliburgh

"I enjoy using the iPad and it has made a big impact particularly during the pandemic. It helps pass the time during lockdown whilst being unable to visit family and friends. There are a lot of repeats on the TV and, the iPad opens up other channels for me to watch and much appreciated the device from HHP."

CONNECTING SCOTLAND

The Connecting Scotland programme aims to reduce digital exclusion. We are delighted to be a part of the movement having received devices to support people in our community.

Connecting Scotland is making a huge difference to the lives of people all over Scotland. We have been awarded over 70 devices to help digitally excluded households in the Outer Hebrides.



INVESTMENT UPDATE



Now that lockdown restrictions have eased, we are working hard to complete last year's delayed works. Our contractors are pressing ahead in an effort to complete these works whilst surveying for works that were already planned to start in April. This will leave us with a large amount to complete before next April so it will take a huge effort from everyone to achieve this. This will include contractors, managers, Clerk of Works and our tenants but we remain positive of the outcome as we have always risen to a challenge.

We would like to thank our tenants who have helped us achieve over 99% compliance with new smoke and detector regulations. The Scottish Government had put back compliance to next year due to COVID-19 but we have achieved it well in advance of this target so thank you to those who opened their doors in this difficult time and allowed our workmen to carry out this essential safety work.

This year many tenants will also experience electrical work in their home as we carry out a large number of electrical inspections as part of our new 5 year programme. We will also be installing outside lights where appropriate as part of these works and we are sure this will be another welcomed improvement particularly for those with mobility issues.

RELATIVE HUMIDITY

We want to help you keep the air quality in your home healthy. We have invested in humidity monitors to help you oversee and control the air quality as part of Community Benefit through our investment works.

As houses become better insulated and more air tight, poor air quality can become an issue unless ventilation and heating are controlled. This can lead to condensation and then mould within the home. To increase education on this, we will make humidity monitors available to tenants who need them or where they have reported issues with air quality.

The humidity monitor allows tenants to see the level of humidity within any room. Anything above 60%RH is an indication that moisture levels are too high and condensation may occur if this is not reduced.

To reduce the moisture in your room, open the window and you should see the figure start to drop.



This indicates that the stale, moisture laden air is being replaced by fresh air. Then regulate the temperature of your heating to ensure it is not too cold or overly warm. Keep checking your monitor. If it is between 30 and 60%RH then this will reduce the chances of moisture condensing and forming mould.

AIR SOURCE AND INFRARED HEATING TARIFFS

In order to ensure that your heating costs are as low as possible we are reminding tenants that the most preferred type of tariff for heat pumps or infrared is a single rate tariff.

Over the years different tariffs have been used such as Economy 10, Economy 7 and some tenants may not have switched from their storage heating tariff. A single rate tariff gives tenants the flexibility to switch supplier in the same way that you would shop around for better car or home contents insurance.

If you have had a dual tariff for several years then now is the time to check whether there is a better tariff available.



Join Us!

BECOME A MEMBER



Do you want to make a difference in your community? Do you have an interest in Housing and helping to shape the direction of Social Housing in the Outer Hebrides? Are you a Passionate and Committed Volunteer?

We are looking for people to join as Members of HHP and are particularly interested to hear from Tenants who may wish to become Board Members.

We have recently had two new members join our Board, Peter Graham as a tenant member and Cllr John N Macleod as a council appointed member.

For further details or an informal discussion, please contact Iona France, Governance Officer on 0300 123 0773 or by emailing governance@hebrideanhousing.co.uk

WAYS TO PAY RENT

- Use your rent payment card at any Post Office or Paypoint/Payzone
- By Direct Debit Mandate on a weekly or monthly basis
- By telephone using your debit or credit card by calling 01851 600502
- By Bank Standing Order

We are unable to take cash payments in our offices due to COVID-19



FUNDRAISING



Area Manager Donalda MacKinnon and Donna Bray of WhoCares? Western Isles walked a marathon on Saturday, 24th April. They walked from Tong to Garenin in extremely hot conditions as part of The Scottish Kiltwalk.

The Scottish Kiltwalk event became part of the Hebridean Year of Care, which kicked off on Care Day on the 21st of February.

They raised £1169.00 for our Who Cares? Scotland. All funds raised were topped up by 50% thanks to Sir Tom Hunter and The Hunter Foundation



Tenant, Mr Armour, recently took part in the Great Tommy Sleepout and raised a considerable sum for the charity through his Facebook appeal



Finance Manager, Katia Petteloot, took part in cycling 300 miles in 30 days to raise funds for Cancer Research UK.



FES APPRENTICESHIPS & EMPLOYABILITY FUND

We are delivering more opportunities for young people through our partnership with FES and the Community Benefit requirements in our contract.

The FES Apprentice Scheme provides a works-based training programme. The individual will learn “on the job”, attend local colleges and benefit from an in-house Training Academy.

Individuals have a training manager to work closely with them and alongside the training academy provide additional training and explanations on techniques.

Apprenticeships available :

- Facilities Management (Electrical, HVAC, Gas & Mechanical)
- Electrical
- Plumbing & Heating
- Joinery
- Painting & Decorating

FES have delivered 12 apprenticeships within the Outer Hebrides with over 85% of these apprentice still employed within the FES Group.

FES in partnership with HHP deliver various work experiences that provide an opportunity to learn and develop work-related skills to improve prospects of employment. Work placements can last from a few weeks or months. Over the last 10 years over 40 placements have taken place.



Cameron - Apprentice Joiner

“I have really enjoyed working with FES. Over the last 4 weeks I have learned a lot of new skills and I am developing my knowledge with joinery work. The team have made me feel very welcome and I have never felt like an apprentice, I feel like an equal member of staff. I am looking forward to my college placement to learn more about the trade”



Owen - 26 Week Placement

“I have worked at FES for the past 3 months through the Employability Fund, I have really enjoyed my time there. During my time there I have worked with a variety of tradesmen. I have had the opportunity to work within the mechanical, electrical and fabric departments. A few of my experiences working within HHP properties have been guttering, sewage, changing a stop-cock, replacement of a cylinder, ASHP servicing, observing electrical testing, replacing locks, replacing windows and glazing units.”

FES INTRODUCTION - MEET OUR ADMIN ASSISTANT - FES UISTS & BARRA

- Tell us something about yourself and why did you decide to become a Admin Assistant?

My name is Lizzie Macdonald and I live in a HHP property in Iochar, Isle of South Uist. I was fortunate to get an offer of employment from FES in May 2019, I had been involved in Admin for approximately 5 years previously and FES sounded like a great opportunity

- When did you join FES and what is a typical day?

I joined FES in May 2019. Every day is different, which is great. My main roles are to liaise with HHP Tenants, arranging appointments to carry out repairs, within a certain time frame.

- What do you like most about your job?

Every day, I am lucky enough to speak to many lovely tenants and being able to help them the best I can. I also work alongside great Employees

- What do you like to do in your spare time?

I am also a fully qualified hairdresser, for 11 years, which keeps me busy. I also really enjoying going for walks, spending time with friends and family





My name is Dolina Morrison, HHP Tenant Participation Officer for the Western Isles. My role is to support and work in partnership with HHP staff, tenants, community groups and associations throughout the Outer Hebrides.

Have you have wondered how decisions are made for your housing services. We want to hear from you, your experiences of services provided by HHP what works well, what needs fine tuning and ideas to make it better to in enhance existing service. HHP are listening, we welcome all your views and comments. Your contribution will help HHP to be the best it can be. "You can have your Say and make a difference".

HHP are committed to consulting with you, our tenants and residents in the decision-making process on policy and services through tenant participation. Through consultation, sharing information and working together we give you a voice. Tenants are empowered to influence policy and service improvements giving meaningful opportunities to scrutinise our processes and performance

What are the benefits?

- Enhance Housing Services
- Creating positive relationships between tenants and HHP Staff
- Provides an opportunity for tenants to express opinions and be instrumental influencing in HHP Housing Policies

Ways to get involed

- Local Tenant Groups in your area
- Surveys & Questionnaires
- Focus Groups
- Tenant Panels

The Scottish Social Housing Charter

TPAS and TIS on behalf of the Scottish Government are hosting a series of consultation events, aimed at tenants and landlords to find out whether the Charted needs changed in any way,

There are 7 events for tenants and they will last for 2 hours, places are limited.

BOOK NOW!

You can book into an event at a time that suits you. Consultation sessions are all online, both TPAS and TIS can help you get online.

Link to the current charter :

<https://www.gov.scot/publications/scottish-social-housing-charter-april-2017/>

To book a TIS event please telephone : 0141 248 1242 or email info@tis.org.uk

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Date	Time	Platform	Book With
Tues 22 June	10am – 12pm	Zoom	TIS
Tues 29 June	2 – 4pm	Zoom	TIS
Tues 29 June	6 – 8pm	Zoom	TIS

Date	Time	Platform	Book With
Tues 6 July	2 – 4pm	Zoom	TPAS
Wed 14 July	10am - 12pm	Zoom	TPAS
Wed 14 July	2 – 4pm	Zoom	TPAS
Thurs 15 July	2 – 4pm	Zoom	TPAS