



TRIBUTE TO NORMAN M MACLEOD

We were all sorry to hear of the passing away of our former Chairperson, Norman M Macleod. Norman retired as our Chair in September 2020 but just a few weeks ago we invited him to the opening of the first phase of the new homes at Sinclair Avenue as he played a large part in the project becoming a reality. Norman was involved with HHP right from the beginning as one of the shadow Board Members. As a local Councillor he was committed to making things better for the community he served and he brought the same drive and passion to HHP.

Iain Macmillan our current Chair said "Norman's positive outlook and good humour, along with his commitment to serving the community, made it a pleasure to work with him. He contributed significantly to the success of HHP in its first 15 years and his impact and legacy are substantial. His family are in our thoughts and prayers as they come to terms with their loss"

Dena Macleod, Chief Executive said, "He was a larger than life character who wore his heart on his sleeve, he took great delight in teasing people and checking if they had any connections with his beloved Point!! I will miss his banter and support. He challenged and encouraged us to do the best for our customers and was never shy to say "Well done", "Thank you", or "Sorry". Part of his legacy will be the new homes built throughout the islands but the greater part will be the many lives made a little better because of something he did for them. It feels like a very bright and vibrant light in our community has gone out but his impact will linger and be treasured in our hearts."

We extend our sincere sympathies to his wife Christine, his sons Calum Iain and Alasdair and their families. We assure them of our prayers at this sore time. We will miss him in so many ways.

TRIBUTE TO ANDREA WATSON

The news we received in June about Andrea's sudden passing rocked all and left us shocked and deeply saddened.

Andrea was a long-standing and much valued colleague who became a friend to many of us and to our customers.

She had a great way with people, always willing to go the extra mile to help and to resolve their issues. Our contractors loved her too and looked forward to her calls. They have also been expressing their sympathies too. She was the voice of HHP for 15 years but most importantly, she was a wonderful woman.

We will miss her experience, but more so, we will miss her presence as a friend every day.

Our hearts go out to the family particularly her mother, her sons Ross and Cameron and her granddaughters, who she loved so much.



HHP Services at a Glance

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

To ensure our reception areas can be safe to all customers and staff a decision will be made by the end of August 2021 on re-opening our offices to the public.



DEVELOPMENT UPDATE

We are off to a strong start of the new financial year with 38 homes already completed.

A 6 home site at Cleat Road, Barra is awaiting planning permission and is expected to commence in the summer.

Scheme	Area	Type	Units
Cnoc A Charnain, Shawbost	Rural Lewis	Rent	4
Sinclair Avenue, Goathill	Stornoway	Rent	20
Sinclair Avenue, Goathill	Stornoway	NSSE	8
Lady Matheson Court	Stornoway	Rent	6
Total Handover to August 2021			38

The former Lochmaddy Hospital site is being progressed by the developer Macinnes Bros who we are in partnership with to build 8 social rented units. We are currently awaiting planning permission and building warrants.



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

It is valued at £120,000 and an equity share 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.



Calmax Construction are progressing well at the 8 homes site at Barvas now named Gleann Mor.



Alex Murray Construction have completed the site at South Dell, named Sealladh Beinn Dail, constructing 6 new homes for rent.



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



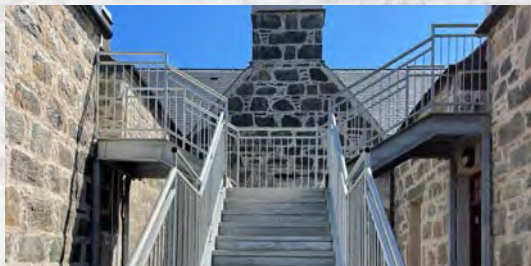
Work is ongoing at the Low Flyer site at Balivanich by Calmax to provide 10 homes for social rent.



Macinnes Brothers are progressing on site at Howmore named Ionad Mairi Bremner to build 4 homes for social rent.



Work is ongoing on 74 houses at Goathill, with 16 shared equity and 58 for social rent. The Care Home and Housing with Extra Care flats are also progressing well and are due to be completed in Spring 2022



The refurbishment at Scotland Street, named Lady Matheson Court has now been completed

Not sure if an email is genuine?

Stop.

Check.

Ask.

TV LICENSING tvl.co.uk/scam

STOP before entering your personal or bank details.

Stop.

Check.

Ask.

TV LICENSING tvl.co.uk/scam

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

Stop.

Check.

Ask.

TV LICENSING tvl.co.uk/scam

SUMMARY

FINANCIAL STATEMENTS

AND PERFORMANCE

2020/21

MESSAGE FROM THE CHAIR

Iain Macmillan
HHP Chair



I am pleased to present the Annual Report for the financial year 2020/21.

The last year has been a challenging year for all areas of society. The impact of local and national lockdowns and associated social distancing protocols impacted on our delivery plans during the year.

Despite these challenges we completed 22 new homes available for social rent and 4 Shared Equity homes this year. Continued investment in our tenants homes resulted in £2.54 million being spent on improvements including new bathrooms, heating systems and smoke detectors. Alleviating fuel poverty continues to be a key priority and this is demonstrated by 72 new heating systems being installed this year. We have also been successful in obtaining Scottish Government grant funding to fast-track our heating programme in 2021/22 which will deliver 208 low carbon heating systems.

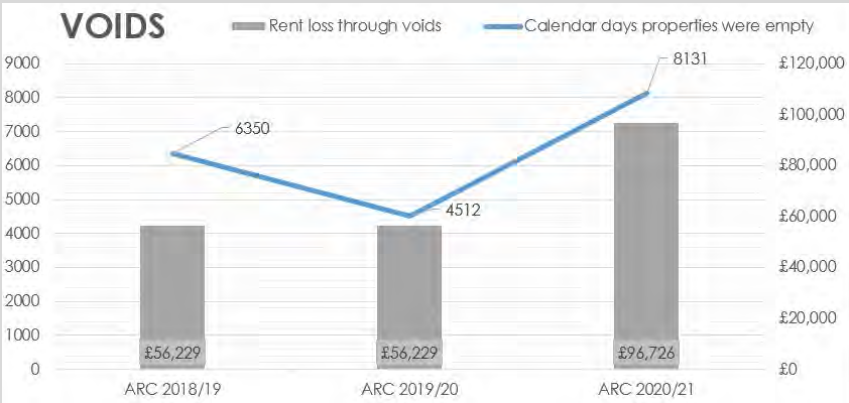
This year saw us deliver a record amount of investment in new houses with £13.4M being spent. At 31 March 2021 there were 170 houses under construction across 10 sites with a further 34 either due to start or at tendering stage.

We continue to monitor the local implications of COVID-19 along with the population demographics and impact on housing demand.

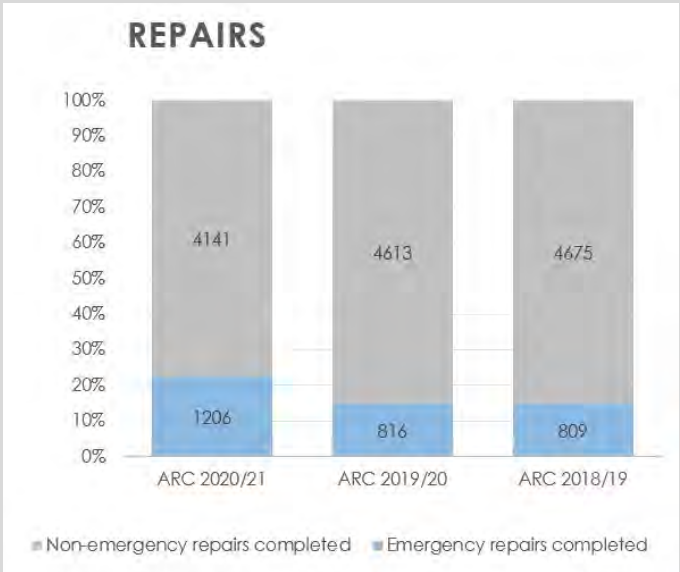
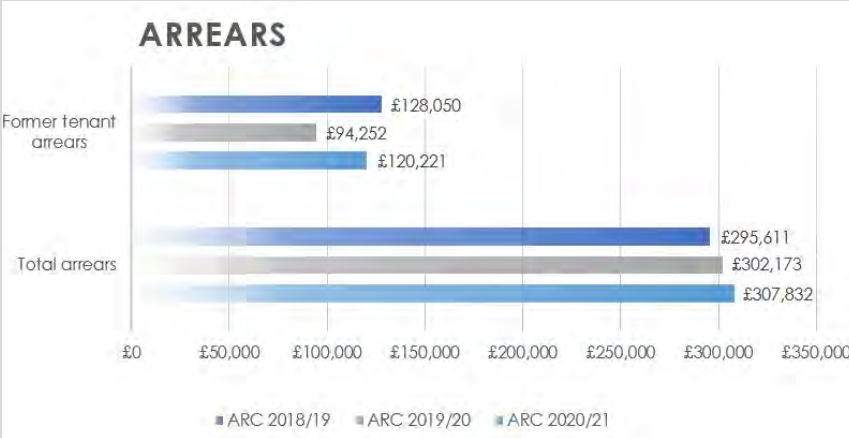
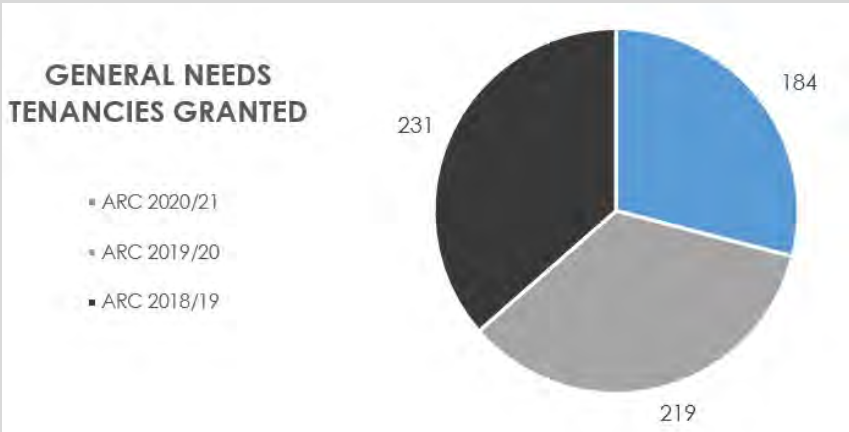
Finally, I would like to thank my fellow Board Members and our staff for all their endeavours during 2020/21 and acknowledge the support of our key partners the Scottish Government and Comhairle nan Eilean Siar.



ANNUAL RETURN ON THE CHARTER (ARC)



We submitted our eighth Annual Return on the Charter in May 2021. How we have performed in relation to the indicators will be published later in the year in a special report for our tenants. A summary of some of the indicators is shown here with a comparison to 2018/19 and 2019/20.



FINANCIAL OVERVIEW

Statement of Comprehensive Income for the Year ended 31 March 2021

	31 March 2021 £	31 March 2020 £	Non-accountant's guide
Turnover	13,762,124	12,610,199	Income from rents and other activities
Operating expenditure	(11,519,491)	(9,872,590)	Cost of maintenance and management of properties and other activities
Operating surplus	2,242,633	2,737,609	
Loss on disposal of property, plant & equipment	(206,411)	(416,801)	
Interest receivable	5,438	23,511	Bank interest on deposit accounts
Interest payable and financing costs	(333,753)	(344,865)	Interest on money borrowed
Surplus before tax	1,632,086	1,999,454	
Actuarial gain/(loss) in respect of pension scheme	(1,275,000)	1,216,000	
Total comprehensive income for the year	357,086	3,215,454	



Statement of Changes in Reserves for the year ended 31 March 2021

Current Year

Balance at 1 April 2020
Movement in Share Capital
Surplus from statement of comprehensive income
Balance at 31 March 2021

Share Capital £	Unrestricted Fund £	Total Reserves £
208	35,832,228	35,832,436
2		2
	357,086	357,086
210	36,189,315	36,189,525

STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2021



	31 March 2021 £	31 March 2020 £	Non-accountant's guide
Fixed Assets			
Tangible Assets-Social Housing	104,289,489	94,160,115	Houses we own
Tangible Assets-Property, plant & equipment	1,893,124	1,844,031	Offices and equipment
Investments	2	2	Share in Subsidiary & ESCO
	<u>106,182,615</u>	<u>96,004,148</u>	
Current Assets			
Stock	516,555	1,127,058	
Trade and other debtors	2,535,926	1,364,580	Money owed to us
Investments	3,122,269	3,109,329	Short term deposits
Cash and cash equivalents	1,855,004	1,647,257	
	<u>8,029,754</u>	<u>7,248,223</u>	
Less: Creditors amounts falling due within one year	<u>(2,277,357)</u>	<u>(2,373,354)</u>	Money we owe others
Net current assets	<u>5,752,398</u>	<u>4,874,869</u>	
Total assets less current liabilities	<u>111,935,013</u>	<u>100,879,017</u>	
Creditors: amounts falling due after more than one year			What we owe on loans for building our
Deferred Capital Grants	(10,491,996)	(10,491,996)	houses & money due to Scottish Government
Pension Liability	(62,316,492)	(53,201,585)	Housing Grants received
	<u>(2,937,000)</u>	<u>(1,353,000)</u>	
Net Assets	<u>36,189,525</u>	<u>35,832,436</u>	
Reserves			
Share Capital	210	208	Number of members £1 shares
Income & Expenditure reserve	36,189,315	35,832,228	
	<u>36,189,525</u>	<u>35,832,436</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: SCO35767, 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



HOW TO LOOK AFTER YOUR WINDOWS

To keep your windows in tip top condition we recommend you follow this advice:

Twice a year, open your windows, clean out any debris that has gathered in the channels, then apply a little oil to the joints of the hinge. It is the same procedure for your door but make sure you put some oil on all the hooks and bolts.



ADVICE FOR VELUX WINDOWS

If you have a Velux rooflight, you should open it and remove any leaves or other debris around the flashing once a year to allow rainwater to pass freely.

The air filter can be removed and washed in household detergent. Fully rotate and lock the window in the cleaning position, then remove the filter from the filter rail.

Finally, lubricate the hinges with a little oil once a year



SWITCHING ENERGY TARIFF OR SUPPLIER



USEFUL INFORMATION TO HAVE :

Your postcode, the name of your current supplier. the name of your current energy tariff, your annual energy usage or costs. You can find your tariff, supplier and annual information on a recent energy bill. Log into your online account if you don't get paper bills

FIND TARIFFS AND SUPPLIERS :

Use a comparison website or phone different energy suppliers to find out what you can save by switching. You can ask your supplier if they will match an offer if you find one that's better elsewhere

These websites meet Ofgem code of practice and will carry their hallmark: The Confidence Code. Citizens Advice also has a price comparison tool



- Energy Helpline
- Energylinx
- The Energy Shop
- Money Supermarket
- My Utility Genius
- Runpath
- Simply Switch
- Switch Gas and Electric
- Quotezone
- Unravel It
- Uswitch

WEIGH UP YOUR OPTIONS AND THINK ABOUT :

- A supplier's customer service.
- If the offer is the cheapest, environmentally-friendly or flexible to leave without an exit fee.
- If you can get cashback or other free incentives as part of your switch offer.
- If there is a switching guarantee. Some suppliers offer this to help you switch with confidence.



Registered Charity No: SCO35767; A Registered Society under the Co-operative and Community Benefit Societies Act 2014, Reg No: 2644R(S); Registered Property Factor: PF000183

NOTICE OF ANNUAL GENERAL MEETING (AGM)

Notice is hereby given that the fifteenth Annual General Meeting of the Hebridean Housing Partnership Ltd will be held remotely, on Thursday, 26 August 2021, commencing at 2:00pm.

Joining instructions will be sent to those that have confirmed their attendance

If you are interested in attending our AGM please contact governance@hebrideanhousing.co.uk or call 0300 123 0773.

CHANGE TO **RENT** STATEMENTS

Due to the COVID-19 restrictions rent statements have not been issued this year. These are however available on request. These statements will show payments made from 29 March 2021 (or from the start of your tenancy if after this date) to the week the request was made. Any payments made after the request date will not show on the statement.

If you wish a statement or you are struggling to pay your rent or have a change in circumstances, please contact your Housing Officer on 0300 123 0773 for assistance.

WAYS TO PAY RENT



- Use your rent payment card at any Post Office or Paypoint/Payzone



- By telephone using your debit or credit card by calling 01851 600502



- By Direct Debit Mandate on a weekly or monthly basis



- By Bank Standing Order

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



20 YEARS SERVICE

IT Officer, Steven Macdonald, was presented with his 20 Years Service award earlier this year.



CLEAR RENT ACCOUNT WINNER

Janice Macleod, Howmore, won the 1st place prize of £100 from the Clear Rent Account Prize Draw

NHS ABSENT FRIENDS PROJECT



NHS Western Isles have partnered up with the Volunteer Centre to launch a project for those who have experienced the loss of a loved one in hospital. The project aims to improve the way that a person's belongings are shared with their family after they pass away, by providing handmade personal bereavement bags. This ensures the utmost respect and care for the deceased person's belongings. Separate bereavement bags are issued for smaller personal items such as jewellery, whilst larger bereavement bags are provided for clothing. Bereavement bags are now available across all NHS Western Isles Hospitals. Our Housing Assistant in Uist, Linda Johnson, who is a very talented seamstress volunteered her time to sew the bags.

Best Start Grant is for parents and carers. It is made up of 3 payments to help when a child is young: **Pregnancy and Baby Payment**, **Early Learning Payment**, **School Age Payment**

Best Start Grant Pregnancy and Baby Payment is a £606 payment for a first child. For any other children you have, you will get £303. If you have a multiple birth, you will get an extra £303. You can apply for this from: 24 weeks pregnant or up to the day your baby is 6 months old. It is to help with costs in pregnancy or having a baby for things like: Maternity clothes, A pram, Additional heating

Best Start Grant Early Learning Payment is a £252.50 payment. It is for families on certain benefits or tax credits and who have a child between 2 and 3½ years old. It is to help with the costs of early learning around the time your child might start nursery.

Scottish Child Payment is a new payment of £40 paid every 4 weeks. It is paid for each child under 6. It is for families on certain benefits or tax credits. It helps towards the costs of looking after a child.

Best Start Grant School Age Payment is up to £252.50 when a child is starting in Primary 1. It is to help with the costs of starting school

Best Start Foods is a prepaid card. You will get £17.00 every 4 weeks if : you are pregnant or you have children between 1 and 3 years old



Social Security Scotland
Tèarainteachd Shòisealta Alba

Find help to balance your budget

If you're on tax credits or certain benefits, you could be entitled to five family payments including School Age Payment.

Apply
between
1 June 2021 &
28 Feb 2022



If your child was born between 1 March 2016 and 29 Feb 2017, you could be eligible for a Best Start Grant School Age Payment of £252.50. You don't need to take up a place at school to get it.

Go to mygov.scot/beststart
or call 0800 182 2222.

ParentClub.scot



NEW RENAULT VEHICLES HELP HHP TO CLEAN UP



As a business that are highly conscious about its environmental impact, FES FM & Hebridean Housing Partnership is pleased to replace 35 of its hard-working fleet vehicles with new, cleaner Euro-6d compliant versions. This allows us to reduce our carbon footprint, protect our beautiful landscape and increase fuel efficiency, all without impacting the effectiveness of our operation.

The new Renault Master Tipper and Renault Traffic vans are powered by the manufacturer's fifth-generation dCi diesel engines, which all feature the latest in emissions control technology. They replace Euro 5 vehicles and introduce significant benefits, including lower CO2 emissions that will help the business play a part in improving air quality.



In addition to reduced CO2, nitrogen oxide (NOx) emissions are substantially decreased thanks to an AdBlue injection system that helps to neutralise pollutants within the exhaust system. A generous 20-litre tank ensures the system is always operational, and can be easily refilled at the same time the vehicle is refuelled.

Some of the vehicles also include a stop/start system that helps reduce emissions even further by switching off the engine when the vehicle comes to a stop, restarting automatically as the driver depresses the clutch pedal. Low-friction, six-speed manual gearboxes, meanwhile, ensure the most efficient transmission of power to the wheels, while energy-efficient tyres with a low rolling resistance further enhance fuel economy without sacrificing grip.



The new fleet vehicles are entering operation immediately. At a time when many commercial fleet orders are being delayed by component shortages and other issues, this rapid deployment allows HHP and its tenants to enjoy the benefits now.

SCOTTISH HOUSING DAY 2021

This year Scottish Housing Day will take place on 15 September 2021. Scottish Housing Day is about celebrating the impact that housing makes to the lives of people and communities across the country, as well as communicating to people about their housing options. This year they are encouraging people to think about the role of housing in tackling the climate emergency, to share stories about successful projects and signpost tenants and homeowners to sources of advice, information and support

Save the date.



15 September 2021

CEARNS COMMUNITY ASSOCIATION COMMUNITY GREEN HUB

The Cearn Community Association have been working hard to transform an area of land within the Cearn to create the Cearn Community Green Hub which is a shared space where people can gather and come together. With the help and support of HHP and the Comhairle, they have built two poly crubs for community use.

The main aim of the Hub is to access open green space to create a high-quality environment that is; valued and accessible; an opportunity for learning; improvement in health and wellbeing; and place that is safe and well used.

The poly grubs and raised beds are in now in place, with the Association in the process of purchasing a shed and equipment such as barrows, forks, spades, rake, hoe and hand tools. In a plan to expand, the Community Association, through HHP and the Social Housing Fund intend to soon purchase more timber to allow open air raise beds to be built.

Calum Mackay, Chair of the Cearn Community Association said:

“We feel that the social benefits will improve the quality of life of the residents by creating a positive impact. It is a community development which helps to connect the community, improve communication, increase community involvement and ownership and allow exercise while enjoying some leisure time.

The Cearn Community Association will soon be allocating raised beds to those residents who have expressed an interest.



DO YOU HAVE IDEAS/FEEDBACK OR WANT TO GET INVOLVED?

Dolina Morrison, Tenant Participation Officer

Email : dolina.morrison@tpasscotland.org.uk

Mobile : 07593550537

Facebook Page : TPAS Western Isles



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

