



hebridean housing
partnership



HOMeward SPRING 2022

June 2022

Making Our House Your Home

Customer Services : 0300 123 0773



OFFICE OPENING HOURS

We are pleased to be able to re-open our offices which means you can call in between 10am - 12 noon or 2pm - 4pm. If you prefer to phone us the lines are open from 9am to 5pm. Emergencies only can be reported after 5pm.

We listened to your feedback about how you want to contact us, so we are going to keep a number of things in place that we used during lockdown:

- Home visits from Housing Officers and Clerk of Works as required;
- New tenancies will be signed up in the home;
- Allocations interviews will be held over the phone
- Our phone lines will be maintained Monday to Friday 9am until 5pm.



Our new Customer Services Team Members Nataliya and Michael are here to greet you!

OFFICE OPENING HOURS :
Monday - Friday : 10am - 12pm & 2pm - 4pm



We would encourage visitors to our offices to continue to wear masks. For home visits, our officers may still wear masks and will be happy to do so at your request.

FOLLOW US ON SOCIAL MEDIA



@HebHousing



@hebrideanhousing



Online Tenant Event



In our recent Tenant Satisfaction Survey you said that you wanted more opportunities to participate in our decision making processes and be kept more informed about our services and decisions. To help us provide those opportunities we invited all tenants to an online event on Thursday 31 March 2022.

Thank you to those that attended. It was lovely to meet you, albeit on screen, we hope you found it interesting and useful. If you have any ideas about how you would like to participate in future then please get in touch.

When launching the event we also launched a children's art and crafts competition.

Congratulations to the two lucky winners who have received a £10 gift voucher to spend at Toyworld.



Competition winner Edith aged 8.

Advocacy is with you
every step of the way



Uists & Barra - 01878 700 000 or 07584
898 480

Lewis & Harris: 01851 701755

Mailing Address: First Floor, Rear Wing,
16 Francis Street, Stornoway, Isle of
Lewis HS1 2XB

Email: uistandbarra@advocacywi.co.uk

Email: office@advocacywi.co.uk

web: www.advocacywi.co.uk

Facebook:

www.facebook.com/advocacywi

Instagram: [@advocacywesternisles](https://www.instagram.com/advocacywesternisles)

Twitter: [@advocacywi](https://twitter.com/advocacywi)



Thomas Fairweather receiving his goodie bag for signing up to our online event

COST OF LIVING CRISIS

The cost of living crisis is starting to affect us all and with inflation rising, things are only going to get harder for everyone. There is a lot of help and support available which we wanted to let you know about.

The Government has also produced a handy factsheet about the support being offered to help via the following website link:

<https://www.gov.uk/government/publications/cost-of-living-support/cost-of-living-support-factsheet-26-may-2022>

Here is a list of a few local organisations that can provide help and support during this difficult time.





CONTACT US
13-15 Francis Street
Stornoway
Isle of Lewis
HS1 2NB

01851 706121
info@tighean.co.uk
www.tighean.co.uk

WESTERN ISLES CITIZENS ADVICE SERVICE

As COVID-19 restrictions come to an end we are reopening our Bureaux for walk-ins during the below advertised times.



Lewis

Monday	10am - 1pm & 2pm - 4pm
Tuesday	10am - 1pm & 2pm - 4pm
Wednesday	2pm - 4pm
Thursday	10am - 1pm & 2pm - 4pm
Friday	10am - 1pm & 2pm - 4pm

01851 705727

Uist

Monday	By appointment only
Tuesday	10am - 1pm & 2pm - 4pm
Wednesday	10am - 1pm & 2pm - 4pm
Thursday	10am - 1pm & 2pm - 4pm
Friday	By appointment only

01870 602421

Harris

Monday	CLOSED
Tuesday	CLOSED
Wednesday	Telephone & email advice
Thursday	Telephone & email advice
Friday	Telephone & email advice

01859 502431

Barra

Monday	Telephone & email advice
Tuesday	By appointment only
Wednesday	10am - 1pm & 2pm - 4pm
Thursday	CLOSED
Friday	By appointment only

01871 810608

How we can help you?

In the comfort of your own home, over the telephone, in the office or online, we can offer:

- Home energy advice visits to help lower your energy usage
- To investigate energy billing concerns
- Referrals and work with third party agencies on your behalf
- To help with switching energy suppliers and tariffs
- Advice on how to get the most out of your heating system
- Assistance with applications such as; warm home discount, appliance schemes and energy debt reduction schemes

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

TENANT PARTICIPATION AND WALKABOUTS

Tenant Participation is about tenants voices being heard which involves the sharing of ideas and empowering tenants. There are many ways to get involved at a level that people feel comfortable with, from surveys, to one-to-one discussions, being part of a group, such as the Scrutiny Panel or joining our Board.

The most important thing is to get involved in a way that you feel comfortable with and enjoy. I would like to encourage more people to approach me to discuss how they could participate.

One way is through Estate Walkabouts. It was great to be out and about with Housing Officers on Estate Walkabouts and meet with tenants and get their views and ideas.

Walkabouts give tenants the opportunity to put forward their priorities for improvements to the areas they live in. The most satisfying result is the new friendships that were formed during our walkabouts and meeting tenants with so many different skills and knowledge.

The walkabout will help us to:

- Talk about how we work to resolve issues of concern and improve the area
- Promote ways for you to become involved with HHP
- Identify improvement for the external environment including reducing anti-social behaviour (ASB)
- Help develop plans for your area
- Provide a more visible and proactive presence on our estate
- Create a greater neighbourhood focus
- Becoming a Board member

We would like everyone's views to be heard, including younger tenants and family members. We would really appreciate your company! We want more tenants involved in working with us, so if you are interested please get in contact.

Our next step is to complement these by organising 'community pop-up' events. These will provide officers with the opportunity to meet tenants to consult on issues arising from estate checks, discuss planned major works or environmental improvements and encourage increased tenant participation.

If you want to take part keep a look out for our letters or get in touch with me for a chat.

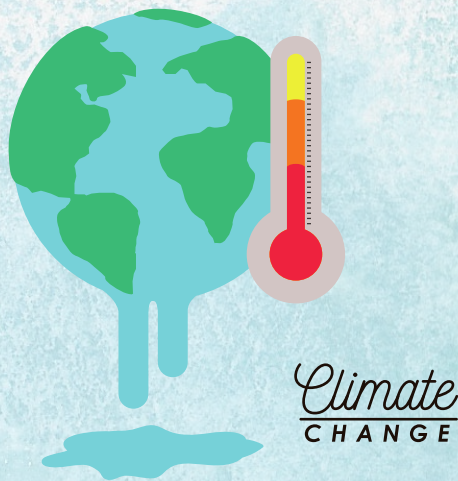


Dolina Morrison, Tenant Participation Officer

Email : dolina.morrison@tpasscotland.org.uk

Mobile : 07593550537/07469236548

Facebook Page : TPAS Western Isles



We are all aware of the issues our planet faces due to global warming. Within our islands we have always had a resilience to weather related issues and stood firm against some of the wettest and windiest weather in the world but with the sea so close around us, we have never felt more vulnerable as we do now. We have seen the effects of global warming and we know we have to do something but what exactly is our role within all of this?

The Scottish Government has declared a climate emergency and here in the Outer Hebrides we have responded by establishing our own Climate Change Group to look at how we manage our resources and shift towards a sustainable future. At HHP we are part of this but as your landlord what else do we need to do?

This year we are looking to launch our ESG strategy which stands for Environmental, Social and Governance. It is not enough to just have an environmental strategy. We need to do more than plant trees or install heat pumps. We need to make sure that we consider climate change in everything we do.

What does ESG mean for you the tenants? For one, it will show that we are taking our environmental responsibilities seriously and that we will meet our social responsibilities to our tenants. For example we will:



To do this we need good governance to attract investment. We need to demonstrate that we can use our funds to deliver positive environmental and social impacts for our tenants.

As for the cost of this, it can be done within our current budgets. We just need to do things differently. If we think about how we deliver services we can always find ways to make them more efficient and reduce our carbon footprint.

We will also need you to help us. Ask yourselves what you need to make your homes and communities more sustainable? Then tell us. We will make sure you have a voice to contribute to the strategy and we will work with our Tenant Participation Advisor to ensure this happens. We will also ask for feedback on how we are doing through surveys to evaluate satisfaction with our services and take on board your suggestions.

This is only the start. If we are to make a success of our ESG Strategy then we need to work together. You will play a big part in the strategy and we will keep you updated throughout the process through newsletters, our Business Plan and our Annual report.

Development Update

Written by
Sawan Morrison - Development Manager



Since the start of this year, 8 additional homes were completed at Sinclair Avenue, 4 at Ionad Mairi Bremner in South Uist, 8 flats completed at Tarbert, 8 homes in Gleann Mor in Barvas and 10 at Johnstone Court, Balivanich.

Stornoway

Work is ongoing on 74 houses at Goathill, with 16 shared equity and 58 for social rent. We have had another phase handed over in January 2022 bringing the total number of houses completed at Sinclair Avenue to 50 (36 homes for rent and 14 homes for purchase through shared equity). The 52 bed care home and 50 housing with extra care flats are also progressing well and are due to be completed in Summer 2022.

The 72 home site at Blackwater is being progressed with Calmax winning the tender.

Rural Lewis

Following a public consultation, a 4 unit development providing rented homes at Crowlista is being progressed. Please register your interest in the waiting list.



The 8 unit site at Gleann Mòr, Barvas was completed in early April 2022. Picture above is of the official opening conducted on the 10 June 2022.

We also celebrated the opening of 10 homes at Sgeir Ghlais (pictured left), Breasclete on the 29 April 2022. There was 6 homes available for rent and 4 homes available for sale at this scheme that was completed in September 2020.

Uist

Calmax has completed 10 homes at Balivanich now named Johnstone Court on 16th of May 2022.



FOR SALE

Sinclair Avenue

We are currently accepting applications for the shared equity homes at Sinclair Avenue. There is one 3 bed house remaining for sale through the New Supply Shared Equity scheme. The spacious 3 bedroom house has a starting price for a 60% equity stake at £117,000. For those wishing to purchase a higher equity stake of 80%, the price increases to £156,000. The properties have been independently valued at £195,000. Please contact sharedequity@hebrideanhousing.co.uk for an application pack. Please visit our website or scan QR code to complete an eligibility form.



The former Lochmaddy Hospital site is being progressed by the Developer Macinnes Bros and we are partnering with TIG to build 8 homes for social rent. We are currently awaiting completion of the land acquisition.

Despite a very windy day, HHP celebrated the official opening of 2 schemes at Uist: The 4 home site at Ionad Mairi Bremner completed in January 2022. We were pleased to have Mairi's son Aeneas there to cut the ribbon (pictured right). An additional 5 homes at Trosaraidh, Isle of South Uist completed in March 2021.

Barra

Calmax has now gone on site to build 6 homes at Barra which has been named Rathad na Ceardaich following a consultation with the community.



Where we build depends on you. To register your interest in housing, visit our website <https://www.hebrideanhousing.co.uk/> and refer to the page "Become a Tenant".

GARDEN MAINTENANCE

Grassed areas

With your new lawn in place, it is vital that you take care of the turf to ensure that it remains in peak condition. Below are a few tips on how to keep your lawn healthy.

Watering

Once your new turf has been laid, it will require a good soaking, using either a garden hose or a sprinkler. To make sure that you have applied enough water, lift up a corner of the turf and check that the water has seeped through to the soil. Watering must continue until the turf has established and roots have formed with the soil below. Being in Scotland, the rain will do most of the watering for you but it is still important to remember and check that the turf is getting enough water.

If there are any signs of turf drying out (e.g. gaps between the turf or going brown around the edges), water it immediately. Try to avoid walking on your lawn too much during the first week

Mowing

We recommend that you do not mow your new lawn until it has rooted. This can be easily checked by lifting up a corner of the turf to see if the roots have attached to the soil.

When you do begin mowing your lawn, it is important that it is not cut too short. We advise mowing often, at least once a week during the first few weeks, removing no more than a third of the grass height by putting your mower blade at the highest setting. Once established, the grass height can be gradually reduced to the ideal height, between 25mm and 35mm.

Feeding:

A pre-turfing fertilizer is added before we deliver your turf, so feeding is not necessary in the first 8 weeks. We do recommend an application of fertilizer every three months to ensure your lawn receives the correct nutrients to maintain a healthy shine. Lawn feeds are available from garden centres and manufacturer guidelines should always be followed. Regular mowing, feeding, scarifying and weed, pest and disease control will all contribute towards keeping your lawn in prime condition.

FES New Vehicles



We now have 7 new Renault Master tippers that have been added to our growing fleet, 6 in Stornoway 1 in Uist.

This is to go along with the 27 Renault Traffic vans that we swapped out in 2021.

Investment Update

Written by
Peter O'Donnell - Investment Manager



We have just completed a full year of works under difficult circumstances as we all come to terms with easing of COVID restrictions. March was particularly difficult as cases spiked across the islands. We would like to thank everyone for allowing us into your homes.

We also completed the installation of new smoke and heat alarms and are now fully compliant with Scottish Government legislation.

We are currently working towards compliance with electrical inspections in all properties where we are required to inspect the condition of electrics in homes every 5 years. We still require to access a number of properties and would appreciate your assistance. If you receive a letter with a date for your inspection and you will not be available for the appointment then please let us know so we can change it to a time that suits you.

Finally, looking forward we have already tendered the bulk of works to be carried out this year and have started surveying and in some cases we may already be working in your home by the time you read this.

This year the bulk of work will be windows and kitchens alongside heating, bathrooms, roofing and roughcast. We aim to spend over £3m in your homes this year so it will be busy!



SMOKE ALARMS

We have been installing new smoke and heat alarms in your homes for the past few years. You will have noticed that there are a lot more of them and that they are all interlinked so that if one alarm goes off then the others will sound an alarm also. This is to ensure that everyone in the house, no matter where they are, will be alerted to the danger and have the chance to escape should there be a fire in the home.

These changes have been introduced by the Scottish Government following the tragic Grenfell Tower fire in 2017. The changes are necessary and they will save lives.

We are asking all our tenants to check their alarms each month to make sure they are functioning as they should. Press the test button and all the alarms should sound. It may be a bit loud but that is to be expected as it simulates the sound you should hear if there was a fire or lots of smoke in your home.

We have come across some tenants removing the alarms which is totally unacceptable. It is not only dangerous but will leave you and neighbouring properties vulnerable in the event of a fire. You might think it will never happen to you but that is what every victim of a fire says and they are the lucky ones. 9 out of 10 deaths from fire happen in the home and the majority are accidental. Do not remove alarms under any circumstances. Any tenant removing alarms will be recharged for the works to reconnect them.

PLEASE STAY SAFE, CHECK YOUR ALARM



HHP is a Registered Charity (No. SCO35767); A Registered Society under the Co-operative and Community Benefit Societies Act 2014
Reg No 2644R(S); Registered Social Landlord Reg No:359; Registered Property Factor: PF000183
Printed by Intermedia Services (Stornoway) Ltd, Stornoway Media Centre, 16 James Street, Stornoway, 01851705743, print@hebevents.com

