



HOMeward

SUMMER 2023

Issue 29

August 2023

Customer Services : 0300 123 0773

Hebridean Housing Partnership Tenant Portal

WE ARE CHANGING THE WAY YOU MAKE RENT PAYMENTS



From 2 October 2023, we will be using a new payment provider called Allpay. You will be able to make a payment via the Allpay Website or telephone contact number for their automated system.

There will be an Allpay App (free) that you can use for payments.

This means that you will no longer be able to make payments via the CNES website, or at their Cash Office, and you will not be able to use your current rent payment card.

Alongside Allpay you can still pay your rent via :

- Direct Debit/Standing Order
- Tenant Portal
- At HHP Offices - Stornoway (card/cash) & Uist (cash only)

- 24/7 access to your tenancy information
- Instant access to your rent account
- See your balance
- Make a payment
- View transactions
- Download a statement
- Make applications
- Request a repair
- Check status of on-going repairs
- Make a complaint
- Report anti-social behaviour
- Request a call-back

MORE INFORMATION ON THIS WILL BE SENT OUT NEARER THE TIME

THE FUTURE

Every five years the Board carries out an in-depth review of our Business Plan to make sure we are delivering on our promises, taking advantage of opportunities to improve our service and ensuring our finances are secure. Our next five-year review will begin in November this year and we are really keen to hear from you about your priorities going forward.

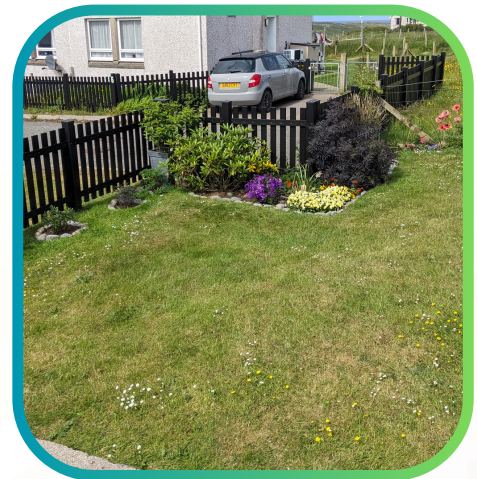
One thing we are clear about is that the social housing services in the Outer Hebrides are best provided by an independent regulated organisation like ourselves whose priority is to serve the best interests of tenants. Since HHP took over the housing stock we have invested £109.2m building 683 new homes and £54.1m in our existing stock and to continue that level of service we have no desire to return to the Comhairle.

We will continue to work with the Comhairle to deliver their local housing strategy. So, whilst you may see opinions in the local press that housing should go back to the Comhairle please be reassured that we intend to continue, and with your input, improve and strengthen the services we provide to tenants and our communities throughout the Outer Hebrides.



Mr Macneil of Uraghag has been busy maintaining the garden and made it beautiful with flowers and decorations.

"A BEAUTIFUL GARDEN IS A WORK OF HEART"



Another garden in Uraghag showing an impressive garden display.

These garden maintenance tips can help keep your plants healthy and your garden looking beautiful:

1. Water your plants regularly, being careful not to overwater.
2. Remove weeds and dead plants to keep your garden tidy.
3. Prune your plants to encourage healthy growth.
4. Fertilize your plants as needed to provide essential nutrients.
5. Keep an eye out for pests and disease, and take action promptly if you notice any problems.
6. Mulch your garden beds to help retain moisture and suppress weeds.
7. Consider using natural or organic methods to control pests and fertilize your plants.
8. Regularly clean and maintain your gardening tools to keep them in good condition and ready for use.

Development Update

Written by
Sawan Morrison - Development Manager



BARRA

Calmax completed work for 6 homes at Rathad na Ceardaich, Barra. The official opening is currently being arranged.



RURAL LEWIS

The opening of the the new 4 unit scheme at Leana Ruadh in May 2023 following the Care unit refurbishment completed in April 2023.



STORNOWAY

Work is progressing well on the 72 home site named An Allt Dubh at Blackwater by Calmax with the first phase of houses due to be completed in the first quarter of 2024.



We saw the completion of Bremner Court, providing 50 Housing with extra care flats in June 2023.



UIST

MIB continues work on the former Lochmaddy Hospital site which is named Ionad Dotair MacLeòid.

This is a joint project with Tighean Innse Gall which will see 8 homes for social rent for HHP and 4 homes to purchase through the rent to buy scheme via TIG.

We contact tenants in new homes at the end of defects period (usually 11 months after handover), to complete a survey. Your feedback is much appreciated in helping us continue to improve our new build homes. If you would like a copy, please contact:

customerservices@hebrideanhousing.co.uk

Our new build programme provides opportunities for people to remain in our islands and our communities. Where we build depends on you. To register your interest for rented houses, visit our website :

<https://www.hebrideanhousing.co.uk> and refer to the page " Become a Tenant"

O'MAC WIN NATIONAL AWARD

We would like to congratulate O'Mac Construction on winning an award for their work carried out on our development at Sinclair Avenue.

The 74 affordable homes built on the site includes a mix of social housing for rent and shared equity homes for purchase.

Gordon Macleod, Chair of HHP says: "We commend OMAC on the quality of workmanship and the feedback from our tenants have been universally positive and people are delighted with their new homes. It is good to see a local firm being recognised on the national stage in this way".



hebridean housing
partnership



AT HHP, WE WANT TO HIGHLIGHT SOME OF THE
AMAZING BENEFITS YOUNG PEOPLE CAN RECEIVE BY
HAVING A YOUNG SCOT CARD! YOU CAN GET YOURS
BY SCANNING THE QR CODE BELOW!

FREE BUS TRAVEL FOR THOSE UNDER 22*
4 FREE FERRY VOUCHERS PER YEAR**
DISCOUNTS IN STORES AND ONLINE
10% OFF YOUR SHOPPING AT THE CO-OP***
...AND MUCH MORE!





**AVAILABLE FREE OF
CHARGE TO EVERYONE
AGED 11-25 LIVING IN
SCOTLAND**

* THOSE UNDER 16 REQUIRE PARENTAL PERMISSION
** FERRY VOUCHERS AVAILABLE TO YOUNG PEOPLE AGED 16-18 LIVING ON THE SCOTTISH ISLANDS
*** DISCOUNT NOT AVAILABLE ON SOME ITEMS





SUMMARY FINANCIAL STATEMENTS AND PERFORMANCE 2022/23

Rathad na Ceardaich, Isle of Barra

GORDON MACLEOD
HHP CHAIR



MESSAGE FROM THE CHAIR

I am pleased to present the Annual Report for the financial year 2022/23 - my first since being appointed Chair of Hebridean Housing Partnership.

The cost of living crisis has caused difficulties and challenges for many tenants, with big increases in heating and food costs. This year we were successful with funding applications from the Scottish Federation of Housing Associations (SFHA) and Housing Associations Charitable Trust (HACT) which enabled us to distribute 272 warm home packs, 127 fuel vouchers and 346 food vouchers to tenants.

In the last year we completed 46 new homes available for social rent and 2 Shared Equity homes.

137 homes were under construction at 31 March 2023.

£4.28 million was invested in tenants' homes, delivering improvements during 2022/23 as shown below.

Addressing the challenge of fuel poverty is a key priority and this is demonstrated by the installation of 126 Air Source Heat Pumps in off-gas areas. Following a review of around 200 Infra-red heating systems, the Board agreed to replace all these systems over the next 2 financial years.

Finally, I would like to thank my fellow Board Members and our staff for all their hard work during 2022/23 and acknowledge the support of our key partners, Scottish Government and Comhairle nan Eilean Siar.



Making our house Your home

- 144 Heating Systems
- 73 New Kitchens
- 37 Bathrooms
- 109 Showers
- 112 Tenants benefitted from Aids & Adaptations works

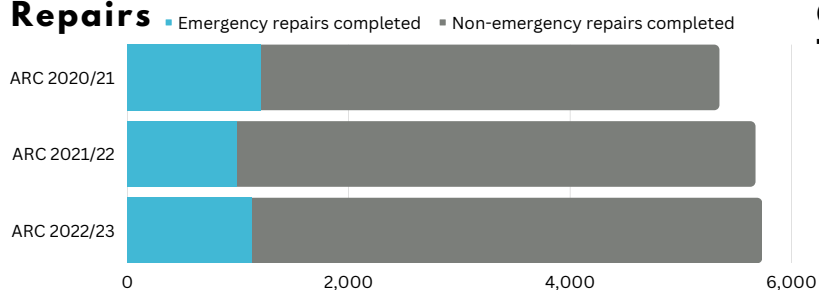


Sinclair Avenue, Stornoway

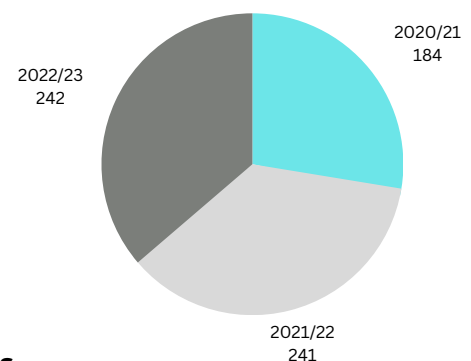
ANNUAL RETURN ON THE CHARTER (ARC)

We submitted our Annual Return on the Charter in May 2023. 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 2021/22 and 2020/21.

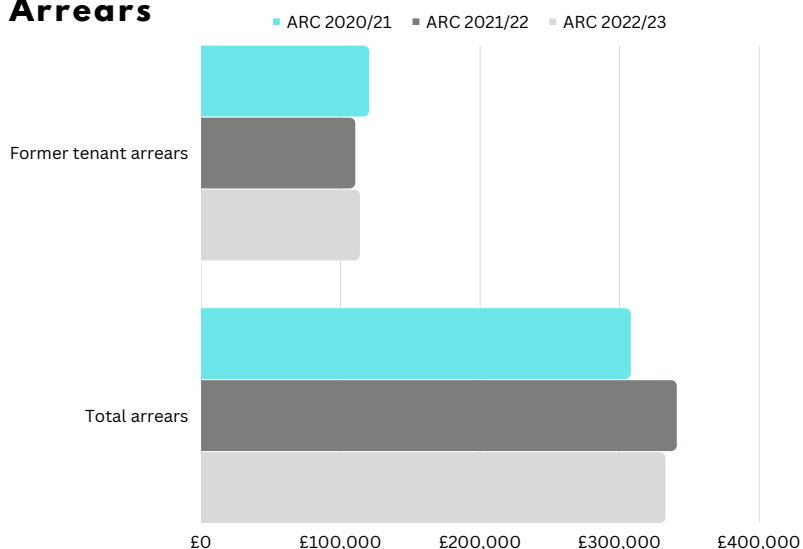
Repairs



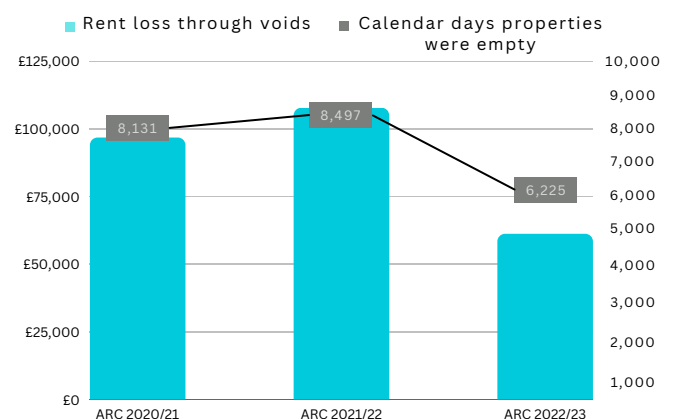
General Needs Tenancies Granted



Arrears



Voids





FINANCIAL OVERVIEW

Statement of Comprehensive Income for the Year Ended 31 March 2023

	<u>31 March 2023</u>	<u>31 March 2022</u>	
	£	£	
			Notes
Turnover	14,284,851	14,641,625	Income from rents and other activities
Operating Expenditure	(11,608,004)	(12,137,491)	Cost of maintenance of properties & other activities
Operating Surplus	2,676,847	2,504,134	
Loss on disposal of property, plant & equipment	(157,197)	(248,435)	
Interest receivable	16,650	2,381	Bank interest on deposit accounts
Interest Payable and Financing Costs	(705,947)	(404,348)	Interest on money borrowed
Decrease in valuation of housing properties	(1,342,435)	5,356	Reduction in the value of our homes
Surplus before tax	487,918	1,859,088	
Actuarial gain in respect of pension scheme	2,730,000	1,408,000	
Total Comprehensive Income for the year	3,217,918	3,267,088	

Statement of Changes in Reserves for the Year Ended 31 March 2023

	Share Capital	Unrestricted Fund	Total Reserves
Current Year	£	£	£
Balance at 1 April 2022	215	39,456,403	39,456,618
Movement in Share Capital	9	-	9
Surplus from statement of Comprehensive Income	-	3,217,918	3,217,918
Balance at 31 March 2023	224	42,674,321	42,674,545

STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2023

	<u>31 March 2023</u>	<u>31 March 2022</u>	
	£	£	Notes
<u>Fixed Assets</u>			
Tangible Assets-Social Housing	127,121,410	119,784,179	Houses we own
Tangible Assets-Property, plant & equipment	2,070,317	1,951,376	Offices & equipment
Investments	2	2	Shares in Subsidiary & ESCO
	<u>129,191,729</u>	<u>121,735,557</u>	
<u>Current Assets</u>			
Stock	24,693	279,798	
Trade and other debtors	1,890,232	1,932,737	Money owed to us
Investments	4,353,272	839,708	Short term deposits
Cash and Cash equivalents	3,668,608	2,471,287	
	<u>9,936,505</u>	<u>5,523,530</u>	
Less: Creditors amounts falling due within one year	(2,652,809)	(3,282,551)	Money we owe others
Net current assets	<u>7,283,696</u>	<u>2,240,979</u>	
Total assets less current liabilities	136,475,425	123,976,536	
Creditors: amounts falling due after more than one year	(22,583,000)	15,583,000	What we owe on loans for building our houses & money due to Scottish Government
Deferred Capital Grants	(71,217,881)	(66,781,918)	Housing Grants received
Pension Liability	-	(2,155,000)	
Net Assets	<u>42,674,544</u>	<u>39,456,618</u>	
Reserves			
Share Capital	224	215	Number of members £1 shares
Income & Expenditure reserve	42,674,320	39,456,403	
	<u>42,674,544</u>	<u>39,456,618</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



STOCK CONDITION SURVEY

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



Angus MacNeil our Assets and Contracts Manager explains that "A stock condition survey is carried out every 5 years to tell us what work needs to be done over a 30 year period, from that we prepare our detailed 5 year investment programme".

The surveys will take place this year and is planned for late Summer/ early Autumn. The surveys will not be intrusive. All surveyors will carry ID and a letter of introduction confirming they are authorised to act on behalf of HHP. If you are selected for survey we would greatly appreciate your cooperation in giving access.

Once the survey is complete, the findings will shape our Investment Programme for the next 5 years. Details of our Investment Plans will be shared with all tenants.

GAS LEAK

If you suspect a gas leak in your property, it is important to act quickly.



First, **TURN OFF** the supply at meter, **EXTINGUISH** all sources of ignition/naked flames. **DO NOT** smoke or operate any electrical switches/telephones or mobiles. **VENTILATE** the building by opening doors and windows. Ensure **ACCESS** to the premises is possible.

Evacuate the building and call the National Gas Emergency Service on 0800 111 999.

Trading Standards are currently taking part in a joint operation with Police Scotland on Doorstep Crime.

Doorstoppers is a campaign organised by Trading Standards Comhairle nan Eilean Siar, along with our partners in the Police Scotland, and Faire, the Community Careline.

The purpose of the campaign is to highlight and help combat the problem of rogue traders who prey on vulnerable groups of consumers, especially the elderly and those living alone.

**NO UNINVITED
SALES
PEOPLE**

Doorstoppers Western Isles
To report uninvited salespeople call
Faire 01851 701702 or
Crimestoppers 0800 555 111
In an emergency please dial 999

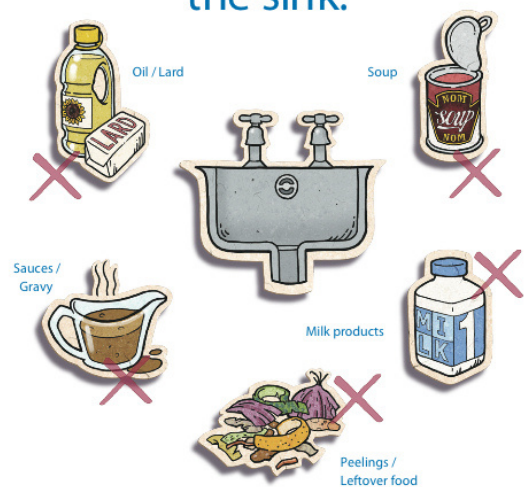
BLOCKED DRAINS

To avoid blocked drains, there are a few simple steps you can take. Firstly, be mindful of what you put down your drains. Avoid pouring grease, oil, and coffee grounds down the sink, as these can accumulate and cause blockages. Use a drain strainer to catch hair and other debris. Regularly clean your drain stoppers and traps to prevent buildup. Also, be cautious with flushable wipes and feminine hygiene products, as they can cause blockages in your toilet.

Never flush down the toilet:



Never pour down the sink:



Tenants are reminded that disposing of garden waste material (grass cuttings, weeds etc) over their fences and into fields is classed as FLY TIPPING.

If the fields are used for cattle, this causes a risk to animal health once the waste materials start to ferment.

PLEASE DISPOSE APPROPRIATELY IN YOUR ORGANIC WASTE BIN

WAYS TO PAY YOUR 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

You can pay your rent by in our Stomoway (card/cash) & Uist Offices (cash only)



WELCOME LAURA! TENANT ENGAGEMENT OFFICER

tenantengagement@hebrideanhousing.co.uk

We are excited to announce the newest addition to our team. Laura Mackenzie takes on the role of Tenant Engagement Officer. Let's get to know her :

What motivated you to apply for this role?

This newly created position sounded like an exciting opportunity for me to build on the skills I had and to continue my previous experiences of working with the community in a rewarding role.

What is the most interesting thing you have learned since starting this role?

The most interesting thing I have learned is how knowledgeable my colleagues are regarding their tenants and their vast knowledge of all the housing schemes on the islands.

As it is the summer holidays, if you could travel anywhere in the world, where would you go and why?

I would love to go anywhere hot and enjoy a bit of sun and a good book.

What do you enjoy doing outside of work?

Outside of work, I enjoy walks on the beach with my family and attempting to grow some veg in our garden.



well
done!

Our investment in tenants homes continues to enable our contractor to deliver apprenticeships and training opportunities for young people.

Craig Mackenzie successfully applied for an apprenticeship with FES working on the HHP maintenance contract in August 2019. He attended Lews college where he continued on block release studying for 3 years.

The final year of his apprenticeship was completely spent on site gaining experience on the HHP investment contracts of heating and shower installations and electrical testing.

In April 2023 Craig passed his Skills Test and has now completed his apprenticeship. We are delighted that Craig will be continuing his employment with FES on the HHP active maintenance contract as a fully qualified electrician.



KIDS CORNER

