

HOMeward

WINTER 2023



hebridean housing
partnership

*Making our house
your home*

Issue 30

December 2023

Customer Services : 0300 123 0773



Our latest tenant event was held on the 1 November in the Stornoway Town Hall. The main theme of the event was to support our tenants with the cost-of-living crisis and give them advice on keeping warm and well this winter.

**TENANT
DROP IN
EVENT**



Various partners attended the event such as the Western Isles Foodbank, Western Isles Safe Families, DWP and TIG amongst others. The Western Isles Hospital Catering department provided soup and sandwiches for the tenants. The feedback from this was very positive and was enjoyed by the tenants who attended.

**'Very helpful, would
attend again, thank
you.'**

Looking to the future for our next event, we would like some input from our tenants. What would you like to see at our next event?

Please email tenantengagement@hebrideanhousing.co.uk with any ideas. One lucky tenant will be chosen at random to win a £15 Tesco Voucher, kindly donated by the Western Isles Forum.



FOLLOW US ON SOCIAL MEDIA



@HebHousing



@hebrideanhousing



On Thursday 24 August 2023 we held our seventeenth AGM. Our Chair, Gordon Macleod, provided an update the year. This included the distribution of 272 warm home packs, 127 fuel vouchers and 346 food vouchers to tenants. During the year invested £4.28 million to improve your homes.

Tom Howe from the Isle of Lewis was appointed as a Tenant Board Member. We hope to have a profile in the next edition.

We are supporting five local charities this year, by donating £1,000 to each of the following groups:

•Autism Eilean Siar; •Caraidean Uibhist;•Macmillan Nurses;•Stornoway PHAB Club; and Young Musician Hebrides

Following the close of official business, Christina Mackenzie, Record Breaking Cyclist, spoke about her cycling career .



The new Shed Cafe officially opened on the 4th Decemeber. The cafe follows the Recovery Cafe Model and is an extension of the work carried out by the Well & Ark Groups.

OPEN EVERY
TUESDAY & THURSDAY
10AM - 3PM



RENT CONSULTATION

We would appreciate your view on the annual rent increase for 2024/25. Your rent pays for all the services you receive from HHP, including the 24 hour emergency repair service, repairs appointments, investment in your home and tenancy support & advice. Consultation responses should be sent back to us by 14th January 2024.

Our board have carefully reviewed our financial plans and are consulting on two options: 5.1% (1% less than inflation) and 6.6% (0.5% more than inflation). A consultation paper is available on our website or on request. This also tells you how you can respond. You can get the consultation and respond by:

- Visiting our website and completing the online form at www.hebrideanhousing.co.uk.
- Printing and returning the response paper available on our website to HHP.
- Phoning our Customer Service Team on 03001230773 or calling in at our offices to receive forms for completion.
- Copies are also available from your housing officer when in your area.



Completed responses will be entered into a prize draw. There will be four prizes of £50 to be won which will be randomly drawn.

Development Update

Written by
Sawan Morrison - Development Manager



Barra

We conducted the official opening for 6 homes at Rathad na Ceardaich, Barra which was constructed by Calmax.



Uist

The work continues on the former Lochmaddy Hospital site which was renamed Ionad Dotair MacLeòid with handover expected in April 2024. This is a joint project with Tighean Innse Gall (TIG) which will see 8 homes for rent built for HHP and 4 rent to buy homes by TIG.



Lewis

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 by March 2024.

Investment Update

Written by
Peter O' Donnell - Investment Manager



This year we have replaced 57 infra-red heating systems across the islands. We are nearing completion of external insulation works to timber clad properties in Uist & Barra. This will improve energy cost and give these homes a new external appearance.

We have recently received further funding, which will enable us to install another 16 heating systems. We are also installing new windows and doors in several areas across Uist & Barra. We are grateful for the additional funding we receive from the Scottish Government to carry out the improvement on your homes.

Looking to the new year, we aim to complete kitchen and bathroom works across Lewis by March 2024.

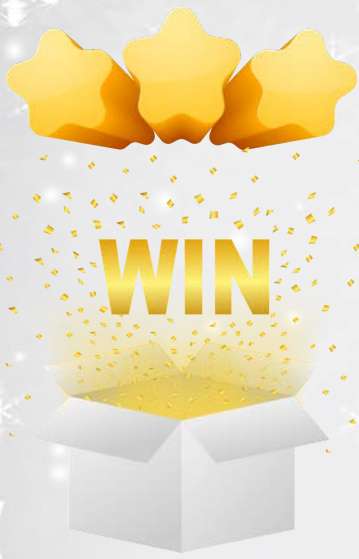
Thank you for your continued cooperation with us and our contractors as we carry out our investment works to your home.

Community Grant Fund

The Pals of Bayhead Playpark at Ashdaill Cottages, North Uist recently received monies through our Community Grant Fund to help them upgrade and maintain the playpark.

The group are going to install a crazy golf course, play and gym equipment, picnic benches and a waterproof storage container. They have shared with us some photos of the progress made towards the improvements.





CLEAR RENT ACCOUNT DRAW
HAVE A CLEAR RENT ACCOUNT ON 1ST OF JANUARY 2024 AND YOUR NAME WILL BE IN A RANDOMLY SELECTED DRAW TO WIN A £100 VOUCHER FOR A SHOP OF YOUR CHOICE.

THERE WILL ALSO BE 2 RUNNER-UP PRIZES OF £50

PROTECT YOUR BELONGINGS

GET HOME CONTENTS INSURANCE



Are you aware that in the event of a fire, flood or theft, our insurance is for the building only and not the contents? If you experience a flood and your carpet and sofa are damaged HHP is not responsible.

Take a quick look around your home and think about the real cost of replacing TVs, laptops, phones, furniture, white goods etc.

There are some affordable insurance policies on the market which are designed specifically for Social Housing Tenants - so our advice for your peace of mind is to have a look at the Diamond Insurance Scheme offered by the Scottish Federation of Housing Association.



HHP has experienced an increase in reports of graffiti and vandalism within our schemes.

Damage to our property will be thoroughly investigated and if perpetrators identified they will be reported to the Police. If the perpetrator is a HHP tenant or household member they will be recharged costs of all repair work and could face tenancy action in line with HHP's Anti-Social Behaviour Policy.

HHP will aim to remove offensive, racist graffiti and repair vandalism which poses a safety risk within 24 hours of notification.

If you see any vandalism, report it to the Police on 101 or to HHP on 0300 123 0773.

IMPORTANT

Christmas can be a busy and expensive time of year with the pressure to spend often being intense. However, please prioritise paying your rent to protect the roof over your head and make sure you aren't left out in the cold.

You are at risk of losing your home if you do not keep up with your rent payments. If you are having difficulty paying your rent, don't let your spending at Christmas get out of control, contact your Housing Officer on 0300 123 0773.

CHECK YOUR ENTITLEMENT

Advice Direct Scotland's benefits calculator is tailored for Scotland and allows people to check their entitlement.

The tool, available at www.advice.scot, is designed to help people make sure they are claiming all the support they are entitled to.

It takes users through a series of simple and easy-to-answer questions about their personal circumstances and calculates what – if any – benefits they may be able to claim.

Benefits checked by the tool include Universal Credit, the Scottish Child Payment, Council Tax Reduction, Pension Credit, the Job Start Payment, the Carer's Allowance Supplement, and Universal Credit, as well as many others.



TENANT REPORT

2022/23

You can now view our 2022/23
Tenant Report online at
www.hebrideanhousing.co.uk

or

by scanning the QR Code below



Financed by Point & Sandwick Trust
Delivered by Muirneag Consulting

Grants available, up to
£1500
towards your energy bill

Residents of the Point and Sandwick area can call the
confidential phone line to speak with one of the ESU
Advisors to discuss your energy needs.

Phone:

Mon - Fri, 10am - 4pm
07887 371887
01851 619471



Apply Online

WAYS TO PAY YOUR RENT

- Cash Payment - at your local HHP Offices
- Allpay Payment Card - at any Post Office or Paypoint location
- AllPay Phone Payment - 0844 557 8321
- Online Payments via - www.allpay.net
- Direct Debit/Standing Order - forms sent on request
- Universal Credit/Housing Benefit

You will need the 19 digit code on your rent card for making payments via AllPay

Please contact your Housing Officer if you are facing financial difficulties and are unable to pay your rent

Watch Out For Winter



Although our houses have central heating, there is still the risk of frozen or burst pipes during periods of heavy frost. Following the few simple steps below should help you to avoid any damage to your home:

KEEP COSY IN YOUR HOME

Set your temperature to : Daytime - 21°C and to 15-18°C at night, if you can.

Wear warm layers of clothing especially outside

If it's really cold, set your heating to come on earlier (or increase the temperature) and turn off later (or decrease the temperature)

Keep your home heated to at least 15°C, or higher if possible, and allow the heat to circulate all rooms



Remember to keep your home well ventilated. Open your windows wide for just 5 minutes a day. This will allow enough fresh air into your home for the day. It is cheaper to heat fresh air than stale and moist air so this will not cost you more. Draw your curtains in the evening and keep doors closed to block out draughts. Find out where your main stopcock, tap or Surestop Switch (if fitted) is. Report dripping taps or running overflows to us so we can repair them.

If you are going to be away from home then, leave your heating to come on at least once a day for a couple of hours. If you have air source heating press the suitcase button on your controller or turn down the temperature if you have another type of controller. Those with infrared heating should turn down the temperature settings on their controller.



FROZEN PIPES



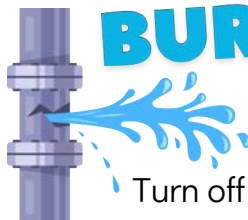
Turn off the water at the stopcock or tap or Surestop switch if you have one

Switch off your immersion heater or boiler
Turn on taps at sink, bath, etc.

Keep your heating on if possible

Call us on 0300 123 0773 to report the problem

BURST PIPES



Turn off the water at the stopcock or tap

Switch off your immersion heater or boiler
Turn on all taps to empty your tanks

If water could come into contact with electrical fittings then switch off the electricity at the mains if safe to do so

Call us on 0300 123 0773 to report the problem

Remember burst pipes can cause a lot of damage. We will repair your home, but we are not responsible for damage to decoration, furniture, carpets or other belongings.

If your heating breaks down please call us on 0300 123 0773 and report the problem as soon as possible.

KIDS CORNER

Merry Christmas Word Search

Search for the words going up, down, left and right.







c	h	r	i	s	t	m	a	s	s
t	o	s	d	t	r	e	e	u	t
w	l	a	m	a	a	s	v	l	o
i	e	c	a	l	t	t	h	i	c
n	g	k	r	e	n	n	g	g	k
k	n	h	a	s	a	e	i	h	i
l	a	i	t	n	s	s	e	t	n
e	g	u	s	i	o	e	l	s	g
g	l	i	t	t	e	r	s	z	m
f	r	u	d	o	l	p	h	l	l









- tinsel
sack
lights
Rudolph
glitter
angel
stocking
- presents
Santa
tree
sleigh
Christmas
twinkle
star



WISHING YOU ALL A MERRY CHRISTMAS AND A
HAPPY NEW YEAR FROM ALL AT HHP

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