

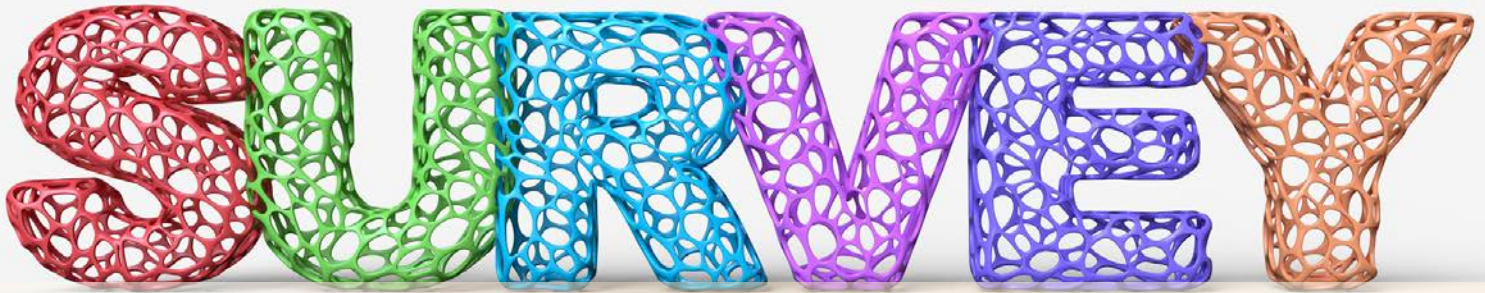
*Making our house
Your home*

HOMEWARD
SPRING 2024

Issue 31

June 2024

Customer Services : 0300 123 0773



TENANT SATISFACTION SURVEY

Our Tenant Satisfaction Survey will be taking place this year. Your views are important to help us shape the services we deliver to you. The feedback you provide enables us to understand what services are working well and if there are areas where we need to improve.

Our surveyors will be visiting tenant's homes between June and August. They are aiming to survey 40% of our tenants. If you are selected for the survey, we would really appreciate you taking part.

Please note, all our surveyors will be provided with identification which will be shown to you. If you have any queries or concerns, please contact Customers Services on 0300 123 0773.

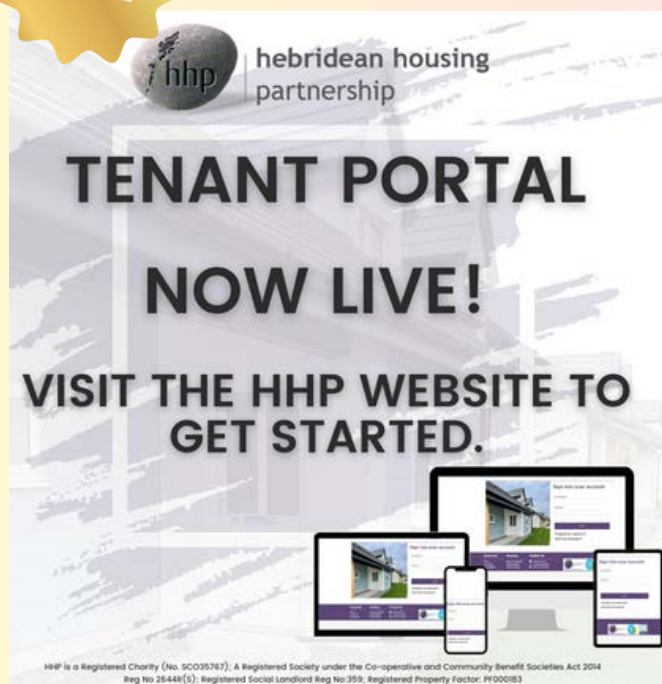
All your responses will be completely confidential and only shared where you have agreed to this and requested further information or assistance.



Everyone who participates in the survey will be entered into a prize draw for the chance to win up to £100.

NEW

TENANT PORTAL



The tenant portal is the easiest way to :

- Report repairs using our diagnosis scripts
- Check your account balance & download statements
- Make payments via your AllPay account
- Contact us using a variety of electronic forms

You will have received registration instructions by post. Please follow the instructions in the letter to register and login.

If are having problems registering or you would like some help with your new portal account, please get in touch

You can find the link to the portal along with some FAQs and helpful videos at :
www.hebrideanhousing.co.uk/tenant-portal

OTHER 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 Payment - <http://www.allpayments.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

FUEL VOUCHERS FEEDBACK



My housing officer has been so incredibly helpful, supportive and caring throughout. I couldn't ask for better support.

The voucher was extremely helpful to help pay for electricity over the Christmas and New Year period. Thank you. As I only work part time, it is relatively a significant amount

Because of added funding over the past few months, I have been able to heat most of my home which has made a huge difference especially as I have been off work with long term health issues this past year.

I live on my own and the cost of heating my home has considerably increased. The cost of food has also risen significantly and paying bills can cause concern over the winter period.

It is very hard to heat my home in Uist in wintertime mainly due high costs of food and heating at the moment. The voucher helped massively and took a bit of pressure off this month. Many thanks

Very grateful for the voucher. Helped heat and put electricity in my home which is so important and really took pressure off me for a couple of weeks having my meters topped up. Thank you so much for the help.

I was only able to properly heat my home throughout the winter due to the help I received from hhp and other agencies. Due largely to the increase in prices from my energy provider. I am very thankful for the help I received.

Development Update

Written by
Sawan Morrison - Development Manager

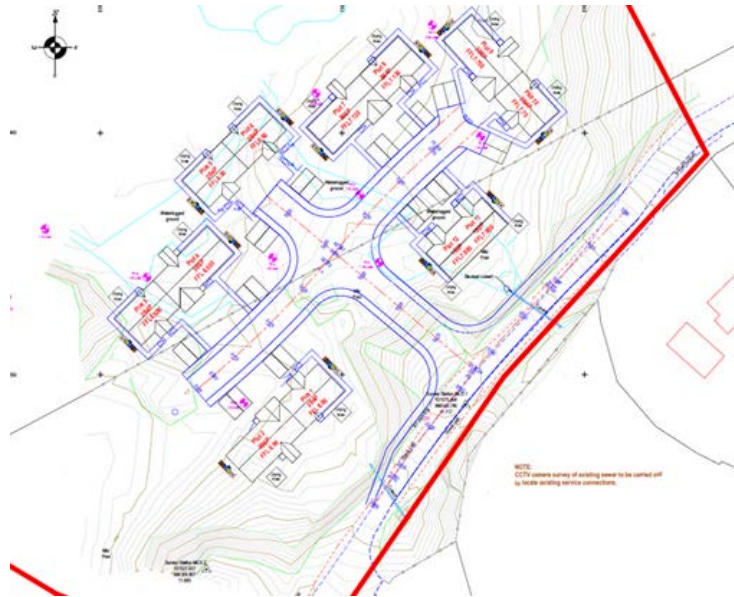


BARRA

We have tendered for a further 6 homes at Rathad na Ceardaich, Barra. Our ability to progress will be determined by tender costs and securing funding

HARRIS

We have entered into contract with Alex Murray Construction for the completion of 12 homes for rent in Leverbugh. The homes will be completed in 2 phases and the contractor is aiming to be on site in July 2024.



STORNOWAY



Calmax are progressing well on the 72 home site named An Allt Dubh at Blackwater. The first phase of 33 homes are due to be completed in October 2024. Being close to a construction site can be challenging, and we want to thank the residents of the current Gleann Dubh development for their patience



UIST

Twelve new homes were completed in early April at Lochmaddy Hospital site which was named Ionad Dotair MacLeòid. This project was delivered by Macinnes Brothers on behalf of ourselves and Tighean Innse Gall. Our eight homes are for social rent and TIG's four homes are available to purchase through the rent to buy scheme.

When we build new homes the Contractor is responsible for any problems that arise in the home for the first 12 months from the date of handover. After that period we take on the responsibility.

An "end of defects" inspection will be carried out to make sure the contractor has completed any outstanding works.

Development Update

Written by
Sawan Morrison - Development Manager



All our New Build homes have a combination of Air Source Heat Pumps with underfloor heating. They both work best when the thermostats in the house are kept at a constant temperature.

Please also remember that unlike radiators, underfloor heating does not give you a burst of heat and instead looks to maintain a constant stable temperature in your home and can take some time for changes in thermostat temperature to be felt

Therefore, we advise you to not switch your heat pump off even during warmer weather as it is cheaper to have the heat pump on at a low temperature than to have to heat the entire system up when the weather gets cold. As long as the room thermostats are set, the system will not heat an already warm room.



SURF AWARDS SUCCESS

The Goathill Development Project won the Housing and Regeneration award at the Surf Awards on 7 December 2023.

The award recognizes projects that are planned and delivered in a way which produces substantial, lasting benefits to resident communities and contributes to wider regeneration.

John Maciver, Director of Operations (HHP) and Dan Macphail Senior Projects Manager (CNES) were on hand to pick up the award at the ceremony in Glasgow.

Pictured are: Joe Fitzpatrick MSP, Dan Macphail, John Maciver and consultants Jonathan Potter & Euan Matheson.



SURF said: "The judges were impressed by the ambition of the project, and the overall enthusiasm, collaboration and partnership approach to delivery shone through at every level. The project successfully incorporates a range of tenures, including affordable housing and provision for people with additional care needs, to create a whole new neighbourhood. The judges reflected that the development felt settled and complete, incorporating design features which complemented the existing environment and island style.

The wider community benefits achieved through procurement were also evident including shared apprenticeship schemes, improved road infrastructure and additional space for play. The accommodation for care had been designed based on a firm foundation of research and frontline engagement. The result includes personalised spaces for the delighted residents and much improved working environments for staff, leading to healthier and happier lives and a real positive addition for the wider Islands provision."



Heather Macnaughton and Lesley Anderson (SURF judges) meet the teams from HHP & CNES

Investment Update

Written by
Peter O'Donnell - Investment Manager



As promised, we are well underway with replacing all infrared heating systems within our stock. To date we are over 69% through the works with the remainder being replaced in 24/25. Feedback has been very positive, and tenants have been complimentary to Alex Murray Construction whose team worked tirelessly to get the systems replaced before the end of March.



During the year we concluded external wall insulation works to our timber properties in Uist and Barra. The difference it has made to tenants has been quite dramatic as can be seen from the works at Am Meall below.



All the works were welcomed by tenants who in turn gave us some great feedback on how we performed with our contractors scoring an average of 10/10 across all works, which is very impressive. We would like to thank all tenants for taking the time to fill out the satisfaction surveys as more than ever are now doing so.

This coming year will see us begin to deliver on a new 5-year programme. Once plans are confirmed you will receive information in the coming months.

Thank you once again for the kindness you show to our contractors whilst they are working in your homes. It is really appreciated by them all.

WORKS COMPLETED 2023/2024

- 120 Homes with new windows & doors
- 130 Homes with new heating systems
- 40 Homes with new bathrooms
- 35 Homes with new showers
- 45 Homes with new kitchens
- 14 Homes with new external wall insulation and rough casting



GARDEN COMPETITION

Calling all green fingered tenants. Would you like to nominate your garden to win a prize in our annual Tenant Garden Competition? This summer we have re-launched our gardening competition after its success in previous years.

Please send your photos to tenantengagement@hebrideanhousing.co.uk to enter your garden. The competition deadline will be 31 July.

There will be two prizes of a £50 and £30 Vouchers for the two top gardens.

There will also be a £30 prize for children to enter with the tallest sunflower so get these seeds planted.

We look forward to seeing your entries.



We have been working with FES and tenants to tidy up the Casimir Community Garden in Daliburgh, South Uist. A new gate has been provided to keep the garden secure and the garden has been scraped back in preparation for the growing season. We have donated seeds and tools to tenants interested in maintaining the raised beds.



Dena Ferguson won our last newsletter competition. The prize was a £50 Tesco Voucher - pictured is her son Calum who was excited to get his photo taken with the prize.

Staff Updates



Aileen McFarlane has joined us as Business Administration Modern Apprentice



Aistair Madconald has joined us as Customer Services Supervisor.



Norma Robb has joined us as Housing Officer (Maternity Cover). She is our People Development Officer.



Mary Jayne has joined us as Customer Services Officer (Maternity Cover).



Joel Martin has joined us as Corporate Governance Officer

**Hebridean Housing Partnership**
Business Plan
2024/25 to 2028/29

SUMMARY

*Making our house
Your home*

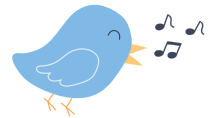
OUR SUMMARY BUSINESS PLAN IS NOW AVAILALBLE TO VIEW ONLINE.

SCAN THE QR CODE TO HAVE A LOOK

SPRING KIDS CORNER



P A E T S U N L
H N G F R O G R
W E G B Z J B A
O S L E A F O I
R T C E S Y O N
M U B I R D T F



BEE



BIRD



BOOT



EGG



FROG



LEAF



NEST



RAIN



SUN



WORM

Never flush down
the toilet:



Never pour down
the sink:

