



hebridean housing  
partnership



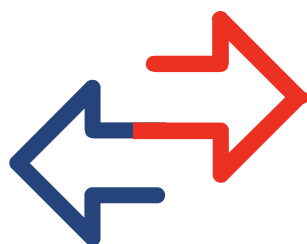
# HOMeward

## SUMMER 2025

Issue 35

July 2025

Customer Services : 0300 123 0773

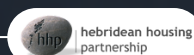


FES FM have recently been bought over by the OCS group who are a major international facilities management company, and will now be known as OCS Technical Services Limited. Over the next few months, you will notice some changes in branding as the roll out of the rebrand commences. From 1 July 2025 FES FM employees may be seen wearing OCS branded uniforms and the phase out of FES branded vehicles will be taking place throughout the summer.

Although there may be visible changes, this should have no impact on our services. We will continue to work in partnership with OCS Technical Services Limited to deliver high quality service to our tenants.



Please note there will be no changes to our repairs services. For all emergency and non-emergency repairs call us on 0300 123 0773.



**GUEST SPEAKER:**  
**JIM KEENAN**



**ON**

**TEAMWORK, LEADERSHIP &  
MOUNTAINEERING**

**Our Vice Chair Calum Mackay  
requests the pleasure of your company  
at our 19th**

**ANNUAL GENERAL MEETING**

**3 SEPTEMBER 2025**

**2:00PM-3:00PM**

**TO BE HELD REMOTELY VIA MS TEAMS**

**RSVP: [governance@hebrideanhousing.co.uk](mailto:governance@hebrideanhousing.co.uk)**



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## TPAS Conference

Every year a group of tenants attend the TPAS (Tenant Participation Advisory Service) Annual Conference in Glasgow, Clydebank. This year was TPAS' 45 anniversary. The event was both a celebration and a reflection on the progress made in housing over the decades.

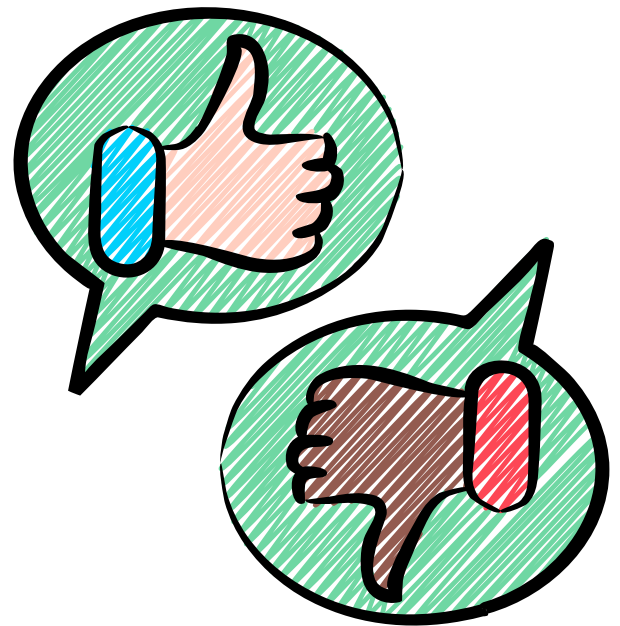
The conference provided the opportunity to hear good news stories taking place in the industry. One of the tenants who attended the conference said: 'it was very enjoyable, thank you HHP for allowing me to attend.'



## Tenant Feedback

We would like to reassure our tenants that all feedback, whether compliments or complaints is extremely important to us and we do value your opinions. We are committed to addressing and responding to matters fairly and promptly.

Our complaints process is there to ensure you can easily voice any problems or concerns you may have regarding any aspect of your tenancy or home. We will review and respond within target timescales and keep you informed throughout the process.



## House Contents Insurance

House contents insurance is the responsibility of the tenant, we advise all of our tenants on the importance of having contents insurance. As a landlord, our insurance covers the building but not your personal items.

If you do not already have contents insurance, we strongly recommend doing so as it can cover loss or damage due to fire, theft, water damage and even more!





# Tenant Engagement

Written by

Laura Mackenzie – Tenant Engagement Officer



## Garden Competition Winners!



Thank you to all those who took the time to enter our annual garden competition, the standard was very high making it a real challenge to choose the winners. The winners for this year's categories are as follows: Best Overall Garden – Murdo from Portrona Drive. Best planter – Zara & Darren from Sinclair Avenue. Best use of space – Donald John from Newton Street.



Best Overall Garden – Murdo



Best Planter – Zara & Darren



Best use of Space – Donald John

We would also like to say thank you to our younger tenants who took part in our Easter Competition earlier this year. We had 5 lucky winners from across the islands, each receiving an easter egg.



Calum receiving his prize

## Tenant Training

We offer training opportunities to all our tenants to develop skills. We recently hosted a Climate Hebrides training day in our Stornoway office. This training was enjoyed by those who attended on the day and covered a range of topics such as transport, energy and nature-based solutions.



We are hosting a 6 week computing class to refresh or boost your IT skills. This will be held in the Cearns Resource Centre.

To register your interest, please email:

[tenantengagement@hebrideanhousing.co.uk](mailto:tenantengagement@hebrideanhousing.co.uk)

## Annual Tenant Event

Every year we hold an annual tenant event to provide you with the opportunity to engage with us. At these events we have a number of staff members from various departments in attendance, a raffle and a free lunch for everyone on the day.

This year our annual tenant event will be held in November, please keep an eye on our social media for the date to be announced.





# Development Update

Written by  
Sawan Morrison – Development Manager

## Barra

In May 2025, Macinnes Bros Ltd started on site for the second phase at Rathad na Ceardaich, Barra. The contractor has encountered more rock than expected which means along with the groundworks there will be a period of disruption for our existing tenants and neighbours and we are working with the contractor to ensure disruption is kept to a minimum.



## Harris

The first phase of five new homes at Lèana an t-Sruith, Leverburgh was completed by Alex Murray Construction in May 2025. The remaining seven homes will be ready by October.

We are conducting 2 public consultation events that will feed into a planning application for a site at Scott Road. The first one was held on 27 June 2025 and the next event will be held on the 19 of August 2025 from 3-9pm at the Tarbert Community Hall. These public consultations are a great opportunity to share your views and concerns which will help us to address them effectively.

## Stornoway

Work is progressing well on the final 2 phases of the site named An Allt Dubh at Blackwater by Calmax. The next phase of 25 homes is due to be handed over in August 2025. We have submitted a planning application for Melbost West and await the outcome of this.



## Uist

We are working to progress the development of a site at Grimsay, Uist and hope to submit a planning application shortly. We are also carrying out feasibility studies at lochdar and Balivanich.





## MESSAGE FROM THE VICE CHAIR

I am pleased to present our Annual Report for the financial year 2024/25.

Our current Business Plan has four strategic goals and I'm pleased to report that we are in a strong financial position to deliver on these priorities.

Interest rates went down to 4.5% during 2024/25 and whilst inflation fell below the Bank of England target of 2% during the first half of the year, this has steadily increased over the second half of the year. The cost of living remains high, particularly around the cost of energy, and we are very aware of how this adds to the financial pressures faced by our tenants.

We were successful in securing grant funding from the Scottish Government's Social Housing Net Zero Heat Fund to carry out external wall insulation to houses at 1-50 Plasterfield, which tenants report has made a big difference to their homes and their heating costs.

41 new homes were completed during the year, 8 homes at Ionad Dotair Macleoid in Lochmaddy and a further 33 at An Allt Dubh in Stornoway. As of 31 March 2025, 51 homes were under construction.



## CALUM MACKAY - HHP VICE CHAIR

We invested £4.2 million in improving tenants' homes, delivering:

- 112 new heating systems
- New windows in 66 homes
- External Wall Insulation in 30 homes
- Re-roofed 11 homes
- 17 homes roughcast

As promised, infrared heating systems have been replaced in all homes except in 18 homes where tenants have asked to keep the system. These will be replaced where opportunities arise e.g. change of tenancy.

Finally, I would like to extend my sincere thanks to my fellow Board Members and our dedicated staff for their hard work throughout the year. I also wish to acknowledge the continued support of our key partners, including the Scottish Government, Comhairle nan Eilean Siar, Tighean Innse Gall and all our contractors.





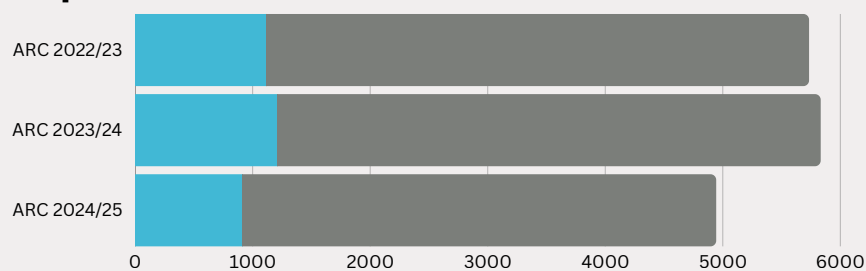
Lèana an t-Sruith, Leverburgh

# ANNUAL RETURN ON THE CHARTER (ARC)

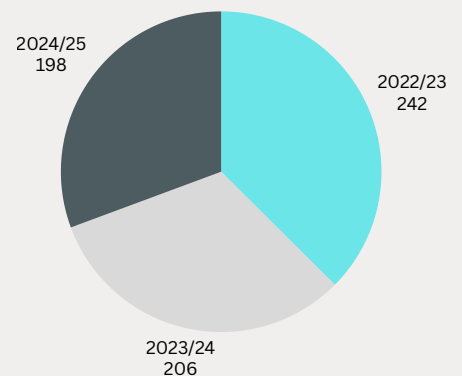
We submitted our Annual Return on the Charter in May 2025. Our performance in relation to the indicators will be published later in the year in a special report for our tenants. A summary of some of the indicators is shown here with a comparison to 2023/24 and 2022/23.

## Repairs

Emergency repairs completed    Non-emergency repairs completed

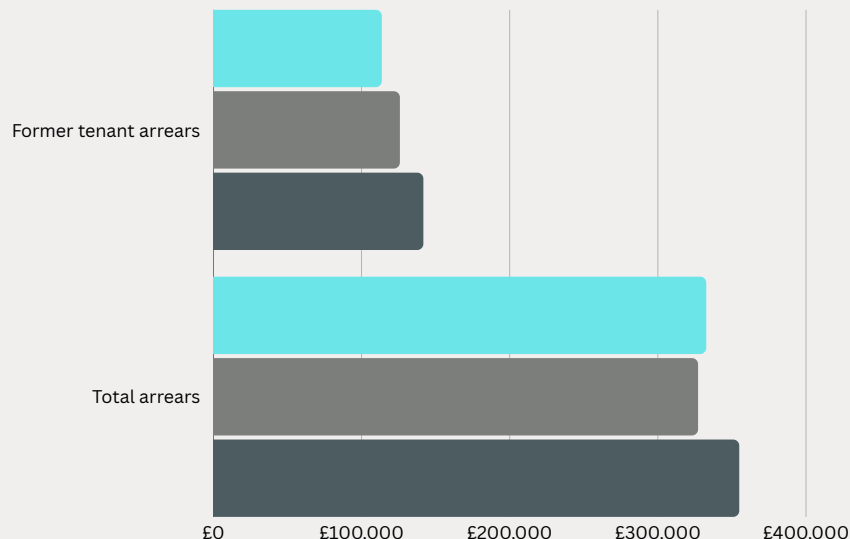


## General Needs Tenancies Granted

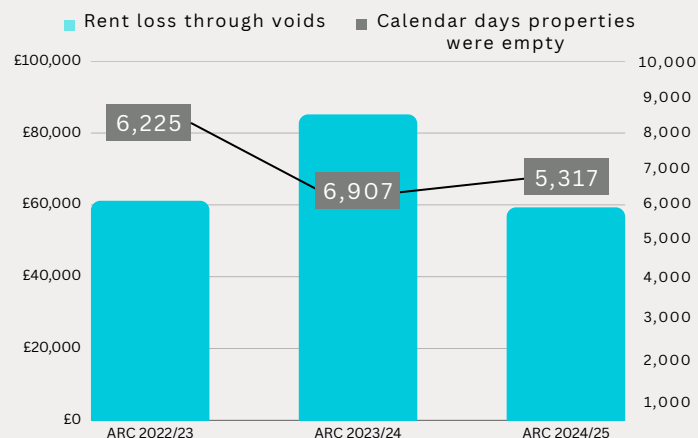


## Arrears

ARC 2022/23    ARC 2023/24    ARC 2024/25



## Voids







# FINANCIAL OVERVIEW

## Statement of Comprehensive Income for the Year Ended 31 March 2025

|                                                        | <u>31 March</u><br><u>2025</u> | <u>31 March</u><br><u>2024</u> |                                                      |
|--------------------------------------------------------|--------------------------------|--------------------------------|------------------------------------------------------|
|                                                        | £                              | £                              | Notes                                                |
| Turnover                                               | 15,098,129                     | 14,664,679                     | Income from rents and other activities               |
| Operating Expenditure                                  | (12,018,181)                   | (11,498,848)                   | Cost of maintenance of properties & other activities |
| <b>Operating Surplus</b>                               | <b>3,079,948</b>               | <b>3,165,831</b>               |                                                      |
| Loss on disposal of property, plant & equipment        | (4,066)                        | 10,379                         |                                                      |
| Interest receivable                                    | 202,455                        | 187,360                        | Bank interest on deposit accounts                    |
| Interest Payable and Financing Costs                   | (600,260)                      | (622,466)                      | Interest on money borrowed                           |
| (Decrease)/Increase in valuation of housing properties | (62,875)                       | 66,482                         | The value of our homes                               |
| <b>Surplus before tax</b>                              | <b>2,615,202</b>               | <b>2,807,586</b>               |                                                      |
| Actuarial loss in respect of pension scheme            | (63,000)                       | (45,000)                       |                                                      |
| <b>Total Comprehensive Income for the year</b>         | <b>2,552,201</b>               | <b>2,762,586</b>               |                                                      |



## Statement of Changes in Reserves for the Year Ended 31 March 2025

|                                                | Share Capital | Unrestricted Fund | Total Reserves |
|------------------------------------------------|---------------|-------------------|----------------|
| Current Year                                   | £             | £                 | £              |
| Balance at 1 April 2024                        | 87            | 45,436,907        | 45,436,994     |
| Movement in Share Capital                      | (1)           | -                 | (1)            |
| Surplus from statement of Comprehensive Income | -             | 2,552,201         | 2,552,201      |
| Balance at 31 March 2025                       | 86            | 47,989,108        | 47,989,194     |



# STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2025

|                                                         | <u>31 March 2025</u> | <u>31 March 2024</u> |                                                                                 |
|---------------------------------------------------------|----------------------|----------------------|---------------------------------------------------------------------------------|
|                                                         | £                    | £                    | Notes                                                                           |
| <b><u>Fixed Assets</u></b>                              |                      |                      |                                                                                 |
| Tangible Assets-Social Housing                          | 139,372,269          | 132,986,857          | Net cost of the houses we own                                                   |
| Tangible Assets-Property, plant & equipment             | 1,487,021            | 1,637,736            | Cost of offices & equipment                                                     |
| Investments                                             | 2                    | 2                    | Shares in Subsidiary & ESCO                                                     |
|                                                         | <u>140,859,292</u>   | <u>134,624,595</u>   |                                                                                 |
| <b><u>Current Assets</u></b>                            |                      |                      |                                                                                 |
| Stock                                                   | 25,651               | 24,456               | Office and Handyman stock                                                       |
| Trade and receivables                                   | 1,406,849            | 2,119,765            | Money owed to us by tenants, Former tenant recharges for repairs                |
| Investments                                             | 7,880,027            | 6,365,142            | Short term deposits                                                             |
| Cash and Cash equivalents                               | 1,315,403            | 3,301,061            | Money in the bank                                                               |
|                                                         | <u>10,627,930</u>    | <u>11,810,424</u>    |                                                                                 |
| Less: Creditors amounts falling due within one year     | (2,106,895)          | (2,979,570)          | Money we owe others                                                             |
| Net current assets                                      | <u>8,521,035</u>     | <u>8,830,854</u>     |                                                                                 |
| Total assets less current liabilities                   | 149,380,327          | 143,455,449          |                                                                                 |
| Creditors: amounts falling due after more than one year | (22,365,333)         | (22,365,333)         | What we owe on loans for building our houses & money due to Scottish Government |
| Deferred Capital Grants                                 | (79,025,801)         | (75,653,123)         | Repayable Housing Grants received                                               |
| Net Assets                                              | <u>47,989,194</u>    | <u>45,436,993</u>    |                                                                                 |
| <b><u>Reserves</u></b>                                  |                      |                      |                                                                                 |
| Share Capital                                           | 86                   | 87                   | Number of members £1 shares                                                     |
| Income & Expenditure reserve                            | 47,989,108           | 45,436,906           |                                                                                 |
|                                                         | <u>47,989,194</u>    | <u>45,436,993</u>    |                                                                                 |







# Investment Update

Written by  
Peter O'Donnell – Investment Manager

**Subject to satisfactory tender returns we aim to carry out the following works this year:**

91

**Window  
Replacements**

29

**Bathroom  
Replacements**

36

**Roofing  
Replacements**

78

**Heating Replacements**  
(we will add more if our funding if  
to ScotGov is successful)

63

**Kitchen  
Replacements**

50

**Houses with new  
roughcast**

We are now replacing the first generation of UPVC windows. Tenants should see a big improvement in the comfort of their homes as the new windows will be more energy efficient, letting heat into the home and slowing down the escape of heat.

We have applied to the Scottish Government for Net Zero funding to increase the number of heating replacements to 120 and are hoping for an announcement during August. We will contact the additional tenants as soon as possible if this bid is successful.

Our bathroom replacement will give the opportunity to choose a mixer shower to take advantage of the hot water from the air source heating cylinder which should be less expensive than an electric shower.



New windows being installed in the Cearns

Our kitchen programme should ensure that all transferred stock now have a new modern kitchen. The new kitchens are proving very popular due to their design and longevity. Special hinges and strong drawers are helping the units last longer.

Our re-roofing programme will see the original 60-year-old tiling replaced with a more modern tile which will improve the appearance of the home but more importantly ensure the home is weather tight. This will be the same with new roughcasting.



Investment works completed at Cameron Terrace



## Electrical Safety

Just a reminder to tenants that we now carry out electrical inspections in your home on a 5-year cycle as required by law. The works will ensure the ongoing safety of the electrical system in your home, and we will carry out repairs to any identified issues following the inspection. These works will usually be completed at the inspection unless more extensive work is needed, in which case we may tender them and carry them out on a new contract.

We ask that you give us access for the works when requested. This is to ensure your safety. Delays add to the cost of the works. We can also fail to meet Scottish Government standards if we do not get access.

## Air Source Heating

This year we have introduced new annual service sheets for heat pumps. These will enable our engineers to check the efficiency of your heating system to make sure you get the most out of your heat pump. This is a new initiative so bear with us as we gather information on factors which impact the efficiency of the heating.

One thing we do know is that switching off the heating over summer will reduce the efficiency and can clog up the pipework, leading to problems when the heating is switched back on.



Leaving the system on over summer ensures you have hot water available. You should use the thermostat to control the heating. If your house is warmer than the temperature you have set, then the heating will not come on.

## Call Recording

To help us improve our service and ensure accuracy, we will soon be recording all incoming and outgoing telephone calls. This change allows us to monitor the quality of our customer service, support staff training, and resolve any queries more effectively. All recordings will be stored securely and in line with data protection regulations. If you have any questions or concerns, please don't hesitate to get in touch.





# Tenant Engagement Survey



Throughout the year, we offer a range of opportunities for you to participate in our decision making processes and keep you informed about our services via our website, social media and in person.

As we are now halfway through the year, we are planning our next tenant drop ins and would like to hear from you.

Please respond to the survey by scanning the QR to answer the questions. Let us know where and when you would like to see us next.

Your responses will remain confidential and should only take a few minutes of your time. You can also call our customer service team who can complete the survey with you.

## Tenant Portal

Your Tenant Portal – Everything you need all in one place!

- Check rent balance
- Make secure online payments
- Download rent statements
- Log and track repair requests
- Update contact details
- And more!



Used by over 600 tenants



Available 24/7 – quick, convenient and easy to use



No need to call or visit the office – access your account anytime, anywhere



Haven't registered yet? Register at [www.hebrideanhousing.co.uk/tenant-portal](http://www.hebrideanhousing.co.uk/tenant-portal)



Join the growing number of tenants enjoying the benefits!



# Tenant Board Panel

## Have Your Say Without Joining the Board!

Would you like to help shape the decisions made by the HHP Board—without the full commitment of becoming a Board Member?

We know how important it is that you feel heard when key decisions are being made. That's why we're launching a brand-new Tenant Board Panel—a platform where tenants can discuss key topics before they go to the HHP Board.

## What is the Tenant Board Panel?

The Tenant Board Panel will bring together interested tenants to talk about tenant-related issues due for discussion or decision at upcoming Board meetings. Your views and experiences will then be shared with the Board to help guide their decisions and ensure tenant voices are represented.

## How Will It Work?

Meetings will be scheduled for the year ahead.

Each session will be chaired by a tenant representative.

HHP staff will provide admin and support to keep things running smoothly.

Meetings will be held in the HHP Board Room in Stornoway, with a Microsoft Teams link available for those who prefer to join remotely.

## Interested? Want to Learn More?

For more detail about the Tenant Board Panel or ways to get involved, please contact our Tenant Engagement Officer, Laura on 0300-123-0773 or at [tenantengagement@hebrideanhousing.co.uk](mailto:tenantengagement@hebrideanhousing.co.uk).



Laura - Tenant  
Engagement Officer

# HAPPY RETIREMENT MINA

In July, we said goodbye to our friend and colleague, Mina as she began her well earned retirement.

Mina has worked in housing for 33 years with the majority of these as the Allocations Officer at HHP.

Mina will be greatly missed by her colleagues, and from everyone at HHP, we would like to say...

# THANK YOU!

