

HOMeward

WINTER 2025

Issue 36

December 2025

Customer Services:
0300 123 0773

Terminations – Furnishings & Fittings

In recent months and after considerable feedback from tenants, we have been trialling a new approach to tenancy changes where outgoing tenants are permitted to leave certain items in the property such as blinds and floor coverings. So far, we have had very positive feedback and new incoming tenants have been appreciative of the assistance. We hope to keep this running in the future.

Following the success of this trial, we will now be introducing this option permanently.

Please note that any items being left must be agreed prior with a housing officer and be in good condition.



Christmas Opening Hours

We will be closing at 5pm on Tuesday 23 December 2025 and will re-open at 9am on Monday 5 January 2026.

Our Tenant Portal will still be available to check your rent balance and pay your rent.

You can use the portal to report non-urgent repairs, request permission for pets and alterations, however these will not be processed until our return to work.

Any emergencies during this period should be reported on 0300 123 0773.



Staff Updates



Alex Mackay
Admin Officer

John Sidwell
Building Surveyor
Apprentice

Domhnall Iain Macleod
Business Administration
Apprentice

This year we have welcomed 4 new members of staff to HHP.

Alex Mackay – Admin Officer

John Sidwell – Building Surveyor Apprentice

Calum John Macdonald – Housing Officer

Domhnall Iain Macleod – Business Administration Apprentice

All of our new colleagues have settled in well, and are bringing different things to their respective roles.

Foundation Apprenticeship

Earlier this year, we were pleased to be approached by the Nicolson Institute, and accepted a sixth-year student to pursue a foundation apprenticeship in Business Skills. Here is what our new apprentice had to say.

"I am in S6 at the Nicolson Institute. I am doing work experience at HHP as part of my Foundation Apprenticeship. I am doing my apprenticeship in Business Skills where I do some units at the town hall and other work-based units at HHP.

The Foundation Apprenticeship is like a Modern Apprenticeship but rather than being in the workplace all the time, I am in the workplace only part of the week and part of the day as I still have to go to school.

The work placement at HHP came about as part of the course and I had done some work experience at HHP in S4, although that was only for a week so it seemed like a good option for my work placement to go back but for longer. I get given some tasks to do while I am at HHP and I have also been given a project for my foundation apprenticeship qualification. I have so far enjoyed my time at HHP as it has been very interesting and different for me."

Community Benefit

Our contractor OCS have recently carried out some landscaping works at the Allt Na Broige community games area.



The access road to the area has been scraped from the car park down to the entrance of the cage and the surface has been renewed. The lock block has also been power washed giving it a fresh new look! Further works are being carried out by the Marybank and Maryhill Community Association to replace the goals and basketball hoops.



Tenant Engagement

Written by

Laura Mackenzie - Tenant Engagement Officer

Email - tenantengagement@hebrideanhousing.co.uk

Stornoway Tenant Event

Thank you to those tenants who attended our Stornoway Tenant Event held on the 5 November in the Stornoway Town Hall.

We had a number of partners join us, who were on hand to give advice about the cost of living, energy bills and general advice.

This year we also had representatives from our Tenant Board Panel in attendance.

42 Years of the Cearn's Community Association!

This year, one of our Registered Tenant Organisations - The Cearn's Community Association celebrated 42 years of service to their community. Over the decades, the association has had many successes to reflect on and share including outdoor community spaces and a dedicated community centre.



Tenant Board Panel

Our new Tenant Board Panel met for the first time on the 30th September 2025. Four tenants were in attendance with a mix of online and in person. Tenants attending represented Lewis, Uist & Barra. Feedback from the first meeting was positive. One tenant stated 'I had a positive time, and I look forward to fully engaging in further meetings.' Another tenant said, 'this will help the HHP Board make balanced and informed decisions which will benefit both tenants and the Board.'



'Boshan' – Stornoway

We had a number of staff members attend the annual Climate Conference held in the Stornoway Town Hall. A number of topics were discussed such as food production, sustainable enterprises, and Net Zero. One speaker, Sarah Morrison provided those in attendance with a talk on her pre-loved toy shop, 'Boshan'.

'Boshan are creating a fully circular life for toys on the island. Based in our wee shop and workshop on Keith Street in Stornoway we accept donations of toys, games, books, and baby items. All items are fully cleaned, checked over, tested and fixed where possible. Those that meet our standards are sold in our pre-loved shop at very affordable prices. Plastic toys that are unrepairable head to our workshop where they're processed and sorted before being shredded down into a useable material for making new products. Our shop has been a roaring success since opening and the support from the community and other organisations has been incredible, proving second hand doesn't need to mean second best.'



Community Grant Applications

In November our Board approved 5 Community Grant funding requests totalling almost £7,000.

The funds will go P2B Community Association, Newton Community Asset Group, Cearns Community Association, Marybank & Maryhill Community Association and Graham Park.

We look forward to seeing the end results of their various projects.



Keep up to date with the latest news and events from HHP by following us on Facebook. Scan the QR code to find us.





Development Update

Written by
Sawan Morrison – Development Manager

Harris

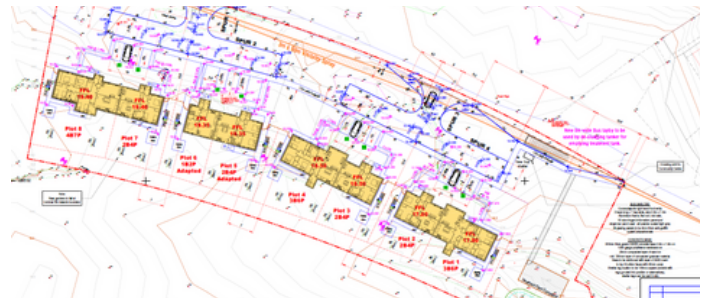
The final phase of the new build site at Lèana an t-Sruith, Leverburgh, built by Alex Murray Construction was handed over to us in November 2025.

Following 2 public consultation events, we have submitted a planning application for a 48-home development at Scott Road, Tarbert.



Barra

The contractor, Macinnes Bros are progressing with the second phase of 6 homes at Rathad na Ceardaich, Barra which is expected to complete in April 2026.



Uist

A planning application has been submitted for an 8-home development at Grimsay, Uist. We are also awaiting a finalised feasibility study at Iochdar, South Uist.



Stornoway

The end of the summer brought the handover of 25 homes at An Allt Dubh, Blackwater by Calmax and we hope our new tenants settle in comfortably. We are working towards a final phase of 14 homes due for completion in February 2026.

The planning application for the full site at Melbost West has now been approved!





Investment Update

Written by
Peter O'Donnell - Investment Manager

Works are now progressing across a number of schemes as we deliver our 2025/26 investment programme.

Window replacements are underway in Vatisker Park and tenants are delighted with the standard of workmanship from our contractor Alex Murray Construction with 10 out of 10 satisfaction scores from all tenants who have responded so far.



We have now started to replace the 65 year-old roof tiles in Ford Terrace, Tong, giving the house a fresh new look. Working next to private houses can be tricky but using a new slim joining detail has enabled a better finish between both properties.

Our kitchen and bathroom replacements got underway in October. This will see the last replacement of the old-style kitchens, ensuring that all our homes now have a fully fitted modern kitchen.





Heating Replacements

We have been successful in our funding bid to install more air source heat pumps.

We have been awarded just over £1 million in funding from the Scottish Government Net Zero Heating Fund which will allow us to increase our programme and include the replacement of the last remaining storage heating houses at Beinn Mhor Cottages and Slighe Ruairidh Alasdair.

We are also contacting tenants who have previously refused air source heating to see if they have changed their mind. We will replace as many as we can, within the funds available. If you are one of those tenants, then please get in touch with our Customer Services Team so we can add you to our waiting list.

This additional funding will ensure we keep ahead of Scottish Government net zero targets and can replace all storage and solid fuel heating with air source heat pumps.

Tenant Portal

Everything you need all in one place!

Over 670 tenants are already using our tenant portal. It's quick, convenient and available 24/7 to make managing your tenancy as easy as possible!

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

Haven't registered yet? Sign up at
www.hebrideanhousing.co.uk/tenant-portal

**Register
Now!**





TPAS Scotland Webinar – 17 December 2025

Join us for our Christmas themed webinar where Gerry will tell stories and sing songs about tenement life in Glasgow.

There will be plenty of opportunities to join in, sing, discuss or tell anecdotes of life in Glasgow tenements.



Carpark at Gleann Seileach Business Park



We are asking all visitors to stay alert in our office carpark to avoid accidents – there have been a few minor ones this year. Please ensure mirrors are always checked before reversing, watch for pedestrians & moving vehicles and adhere to the 10mph speed limit in the office grounds.

Driving carefully helps keep everyone safe!

Never flush down the toilet:



Never pour down the sink:



If drains are blocked due to any of these items, we reserve the right to charge for the cost of the clearance.



Keeping your home warm and working

If your home uses air source heating, it's important to keep the system on and use the thermostat to control the temperature.

This method keeps your home comfortable and helps the system work efficiently, using less energy by providing heat only when needed.

Turning off can lead to issues with the heating system, so to minimise disruption please keep the system running and use your thermostat to control the heat.



2026/27 Rent Consultation

It's that time of year again when we review our rents for next year and we would really appreciate your views on which option you would prefer.

We know your time is precious so we will be entering tenants who complete the survey into a prize draw.

You can let us know your thoughts by scanning the QR code





Our tenant report for 2024/25 is now available

Scan the QR code to view!



**TENANT
REPORT**
2024/25

AGM 2025 Update

Our 19th Annual General Meeting was held on Wednesday, 3 September 2025 virtually via MS Teams.

Our Vice Chair, Calum Mackay, welcomed all in attendance and thanked everyone, including staff, partners, contractors and tenants for their contribution over the last year.

The Membership present approved the following resolutions:

- To appoint CT: Audit as our External Auditor until our next General Meeting; and
- To donate £5,000 of the surplus at 31 March 2025 to 5 local charities, which are:
 - Tagasa Uibhist
 - CRY (Andrew Macleod Memorial Fund)
 - Crossroads Lewis & Harris
 - Western Isles Association for Mental Health
 - Volunteer Centre Western Isles



Former HHP Chair, Gordon Macleod alongside newly elected Chair, Calum Mackay

Following the close of official business Jim Keenan gave an excellent talk (Leading from the Front – Lessons from the Mountains) on his time serving as Colour Sergeant with the UK Commando Force and his achievements in Mountaineering, including summiting Manaslu, the world's 8th highest peak.

At the Board meeting following the AGM, Calum Mackay was elected as HHP Chair, following the resignation of former Chair, Gordon Macleod. Helen Mackenzie was elected to the position of Vice Chair, and Christina Macneil was appointed as Tenant Board Member.



Jim Keenan, Colour Sergeant UK Commando Force



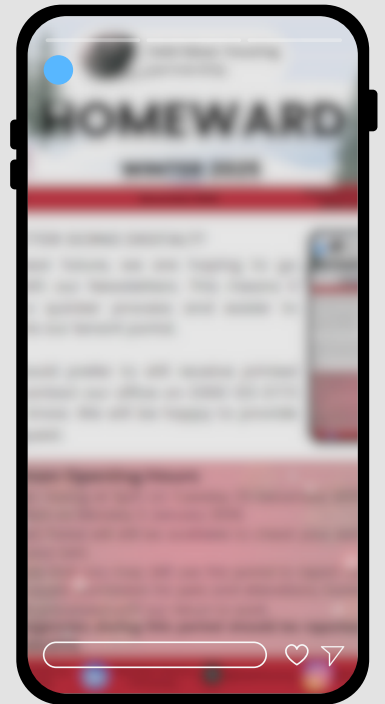
Changes to the Homeward Newsletter

In the near future we are hoping to change the way we deliver the Homeward Newsletter to Tenants.

For HHP Tenant Portal users, the newsletter will now be available digitally via the Portal.

Tenants who are not registered on the Portal will receive their copy of the newsletter by mail.

If you are a Tenant Portal user but would still like to receive the newsletter in print form, please let us know by calling 0300 123 0773.



RENT PAYMENTS AT CHRISTMAS

We know that Christmas can be a busy and expensive time with the cost of celebrations adding up.

However, to protect the roof over your head and make sure you aren't left out in the cold, **you must keep paying your rent.**

If you are having difficulty paying your rent, contact your Housing Officer on 0300 123 0773.



Useful Contact Numbers

TIG: 01851 706121

Scottish/British Gas Meter Emergency: 0330 808 3880

Utilita Meter Emergency: 03452 068 999

OVO Meter Emergency: 0330 175 9669

Bulb: 0330 818 6223

Octopus Emergency Line: 0808 164 1088

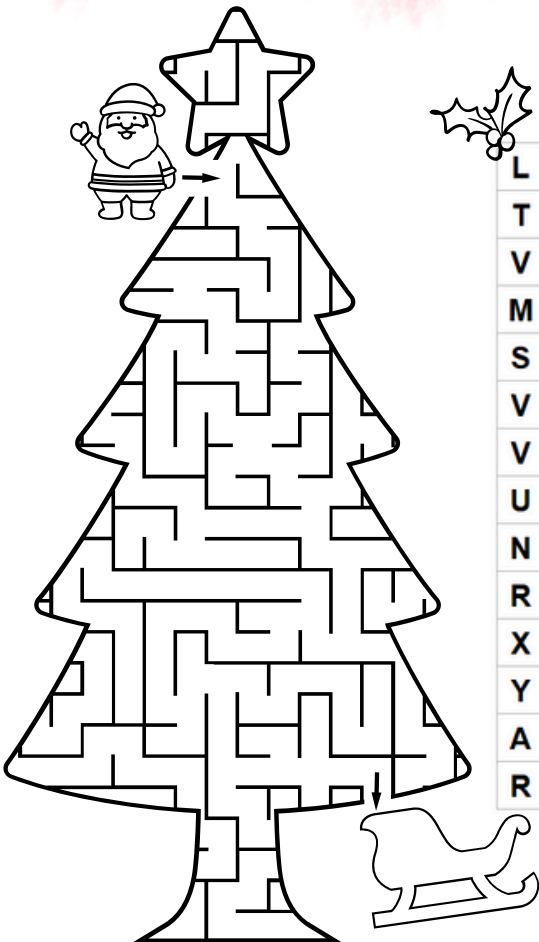
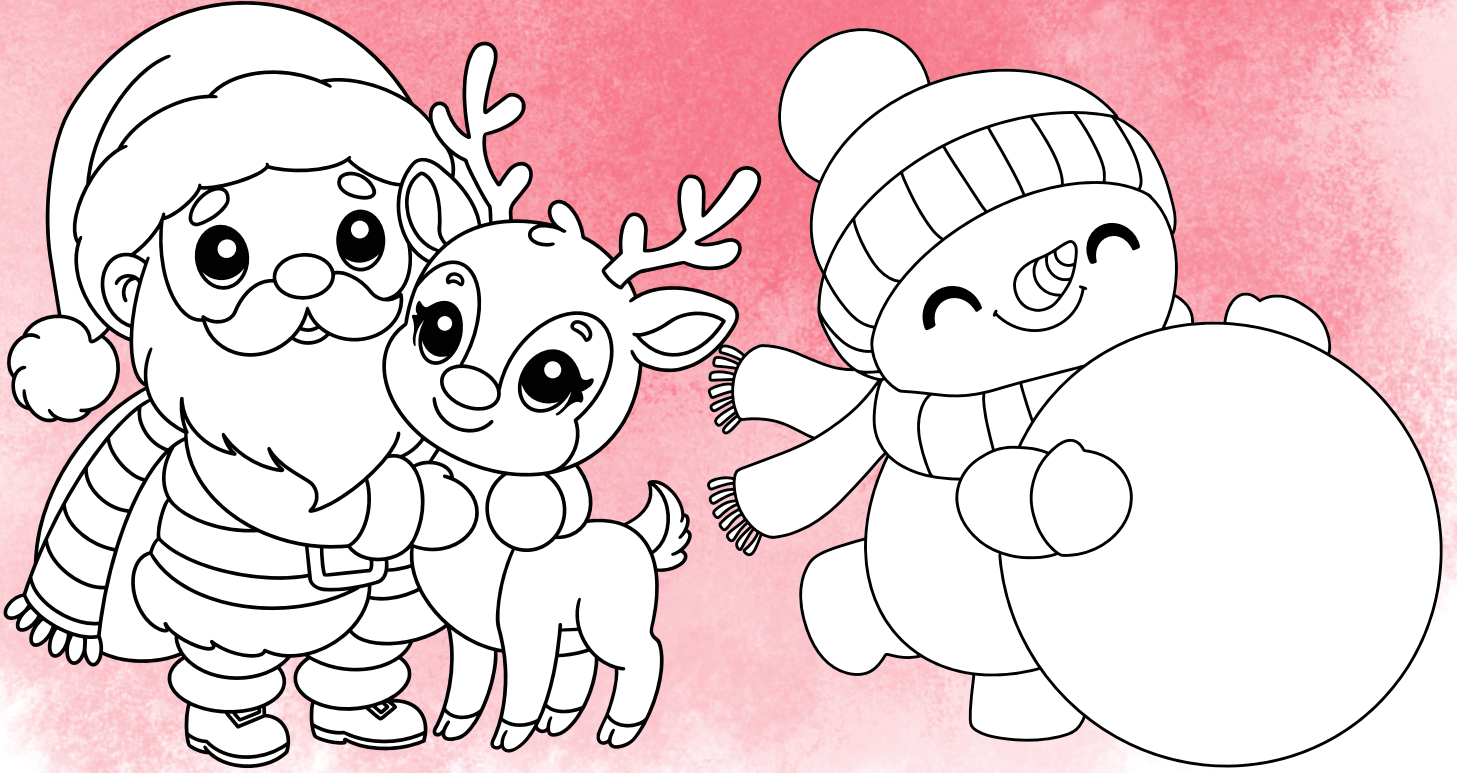
Stornoway Citizen's Advice: 01851 705727

Harris: 01859 502431

Uist: 01870 602421

Barra: 01871 810608

Kids Corner



L	I	C	D	W	P	N	S	N	D	S	T	K	Q
T	R	Q	N	N	R	Y	G	L	K	G	J	Q	F
V	V	R	I	V	E	Z	G	L	E	C	K	O	A
M	R	F	P	F	S	W	F	A	M	I	L	Y	K
S	W	T	P	N	E	C	U	V	F	L	G	V	S
V	N	M	K	G	N	E	C	M	A	K	M	H	A
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SANTA
FAMILY
HOLLY
PRESENTS
SNOW
ELF
SLEIGH
NORTHPOLE
CHIMNEY
BELLS

