



hebridean housing  
partnership



# HOMeward

## SPRING 2026

Issue 37

April 2026

Customer Services : 0300 123 0773

## OUR UIST OFFICE IS MOVING PREMISES!

Units 7&8  
Eabhal Business Park  
Balivanich  
HS7 5AD



## MELCloud HOME

MELCloud Home is a smarter way to manage and control Mitsubishi Electric heating.

The MELCloud Home app is now available to download in app store and play store!

Scan the QR code to find out how you can benefit from using MELCloud Home and how to get started!



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@HebHousing

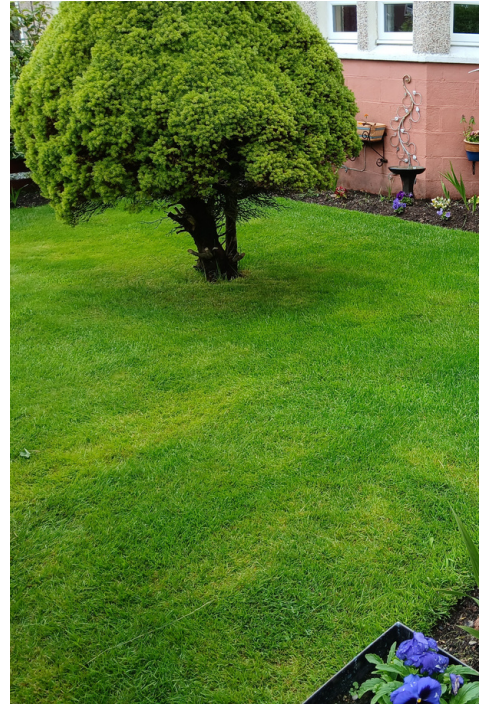


@hebrideanhousing

## Garden Maintenance

With the growing season underway, we kindly ask all tenants to keep their gardens neat and tidy. A well-kept garden not only helps you enjoy your outdoor space but also makes our neighbourhoods more attractive for everyone.

Please make sure trees and hedges are trimmed back so they don't obstruct paths or pavements, and keep the verge outside your fence line clear. Removing any overgrowth helps keep footpaths safe and prevents plants from spreading.



## Help Keep Our communities Mess-Free

None of us like it when we step into dog litter when we are out and about. We would like to remind dog owners, to help keep our communities clean and safe by making sure you always pick up after your dog or other pets. Stornoway Community Council has passed on concerns from local residents about an increase in dog fouling, and we want to work together to address it.

Dog mess isn't just unpleasant — it can pose serious health risks, especially for young children, as it can carry harmful bacteria, viruses and parasites. By taking a moment to clean up, you're helping to keep paths, play areas and shared spaces safe for everyone.

## Rent Consultation – Prize Draw Winners!

Following our annual rent consultation, those who provided feedback were entered into a prize draw. 4 lucky winners were chosen at random and £100 has been credited to their rent account.

Congratulations to the winners!



# Tenant Engagement

Written by

Laura Mackenzie - Tenant Engagement Officer

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

## Tenant Board Panel

Our Tenant Board Panel has now held 3 meetings since forming and is made up of 4 tenants representing Lewis, South Uist and Barra.

The panel plans to meet 6 times a year. We are always on the lookout for tenants who want to get involved and provide valuable feedback to our Board on the services that we provide. At our latest meeting, we discussed a range of topics from the Rent Consultation, Lettable Standards, Tenant Drop Ins and much more.



Below are some quotes from our Tenant Board Panel Members and their reasons for joining:

'The Tenant Board Panel appealed to my sense of duty to the public. I have always been community-minded, and this is an excellent opportunity to do so.'

Another member stated 'I joined to better serve my community. To gain an understanding of my rights and those of the the wider Hebridean Housing Partnership community. To highlight the issues that sometimes are forgotten as we all go about our daily lives.'



## Upcoming Engagement Opportunities

Throughout the year we offer a range of ways for you to get involved and give your views on our services and decisions. Please scan the QR code for the different ways we provide for you to participate with us and have your say.

Each month we are holding Tenant Drop Ins in a local area. Over the upcoming months we will be in Laxdale, Leverburgh & Tarbert. Keep an eye on social media for the confirmed dates.

Hebridean Housing Partnership  
Engagement Opportunities





## hebridean housing partnership

This year marks HHP's 20th anniversary, and we're looking forward to celebrating this milestone with our tenants and communities.

Since stock transfer, we've reached many important milestones – investing in homes, improving services, and working closely with tenants to support strong, sustainable communities across the islands.

Over the coming months, we'll be highlighting some of these key achievements and reflecting on how far we've come together.

To mark our anniversary year, we'll also be launching a Community Champion initiative, celebrating individuals and groups who make a positive difference in their local communities. In addition, we'll be increasing our charitable donations during the year to support local causes and organisations.

More information on our anniversary activities will be shared through our social media channels, so make sure to follow us to stay up to date and get involved in the celebrations.



## Tenant Competitions

To celebrate springtime, we are running some competitions for you to take part in!

### Spring Photography Competition

Three categories:

Children's photo age 5 and under

Children's photo age 6 and over

Adult's photo

### Garden Competition

Three categories:

Best overall garden

Best use of space

Best planter

Please send your entries to [tenantengagement@hebrideanhousing.co.uk](mailto:tenantengagement@hebrideanhousing.co.uk) and specify which competition and category you are entering. **Entries are to be made by 29<sup>th</sup> May 2026.**

Prizes for the garden competition include a gardening hamper and voucher..

Prizes for the photography competition include a £50 voucher and the photo will be displayed in our offices and the next newsletter.



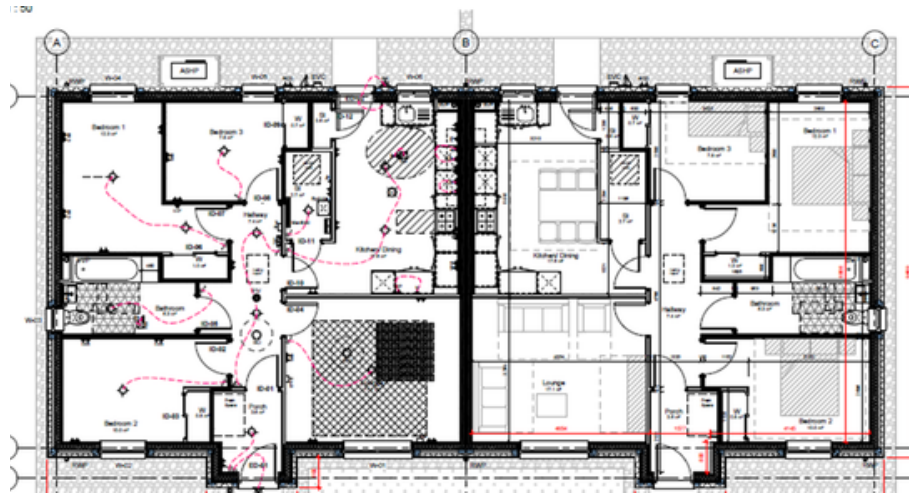


# Development Update

Written by  
Sawan Morrison – Development Manager

## Barra

The 6 houses at Rathad na Ceardaich being built by Macinnes Bros Limited expect to be completed in April 2026.



## Uist

We are waiting an outcome of our planning application for an 8-home development at Grimsay, Uist. Following a relatively positive feasibility study at lochdar, South Uist, we are looking to progress with a tender for this site and the LowFlyer.

## Harris

The planning application for a development at Scott Road, Tarbert has been approved with some detailed planning conditions. We will shortly be tendering the ground works for the site and subsequently the construction of phase 1 (24 homes).



## Stornoway

Work progresses to achieve completion of the final phase of 14 homes at An Allt Dubh, Blackwater by Calmax due April 2026.



## Rural Lewis

We are also progressing with a refurbishment of Carloway Care Unit into one social rented unit and have tendered for a 4 home site at Gravir.





# Investment Update

Written by  
Peter O'Donnell – Investment Manager

Contracts for most of our 2026/27 planned works are now in place, allowing us to start early and take advantage of better weather for roofing and roughcast works. Our window replacement programme is also underway and will run through to March 2027.

We will also replace 100 bathrooms; 34 kitchens and 50 heating systems including new gas boilers in Manor Drive.

We'll be working in over 500 homes this year, making it a major programme. Your support will be key to keeping things running smoothly.

While there can be isolated issues with any contract, across all our works last year tenants gave our contractors a maximum score of 10 out of 10.



This was based on feedback from over 92% of tenants, showing strong satisfaction with contractor performance. We regularly share this feedback so contractors know their work is valued.

If we're working in your home, please help by being available for surveys and agreeing installation dates with contractors as soon as possible. We'll be as flexible as we can to suit your needs, and early notice makes it easier to accommodate preferred dates.



**We still have 124 homes where tenants have refused to have new a heating system installed. Please let us know if you are in one of these properties and would now like to have the heating system replaced.**

## Total Heating with Total Control (THTC)

We have previously covered the news that the THTC tariff, which is used on the majority of our storage heating systems, relies on a radio tele-switch (RTS) to control the off-peak tariff. **This is being phased out from 7 April 2026 and this will result in the meter no longer working.**



Once the tele-switch is off, it could mean that tenants are left on the higher rate tariff for all their electricity or have no access to electricity at all. To avoid this it is important to have a new smart meter installed.

There are still over 100 tenants who have not contacted their provider to switch to a smart meter and avoid these issues. Whilst half of these tenants now have air source heating installed, they still need to ensure their tele-switch is removed.

We would now urge you all to contact your electricity provider immediately before your electricity supply is affected.

Tighean Innse Gall and Western Isles Citizens Advice Service are also assisting tenants to sort out meter issues and can be contacted for help.

**Act now, contact your electricity supplier to book a replacement meter.**  
**FAILURE TO ACT MAY RESULT IN LOSS OF HEATING AND HOT WATER.**

## Mould, Damp and Condensation

If you are experiencing issues with mould, damp or condensation you need to contact us. This will allow us to investigate and deal with the issue. Most reports relate to black mould from condensation, and it is important for tenants to be aware of why this is happening in your home.

Our homes are more airtight than ever, especially homes built after 2006 as they have had to meet higher standards. Even our old stock is more airtight due to cavity insulation, loft insulation, better windows and removal of open fires. Essentially, all the places that would allow air (and heat) to escape, are being sealed up.

Normal everyday activities per person introduce over 2.kg of water into the air. Imagine throwing 10 glasses of water into the air before you go to work! This what happens in your home each day for every person living there.



The removal of this moisture is now controlled by opening of windows and trickle vents and by mechanical ventilation using electrical fans in the kitchen and bathroom. If any or all of these are not being used, then there will be a gradual moisture build up within the home which will result in mould if not controlled. Houses and people need fresh air so remember to open your windows, even for a few minutes, to replace the stale air with fresh.

To manage the movement of air in your home, it is important to follow our advice. There may be occasions where mould still occurs, we can help get it back under control if you contact us. Working together is the only way to tackle mould, damp and condensation.



## Changes to Homeward Newsletter

We hope to deliver our newsletter digitally in the near future. Those who are registered on our tenant portal will be able to view our newsletter online.

Tenants who are not registered for the portal will receive a copy of the newsletter by mail.

If you are registered for our tenant portal but still wish to receive a physical copy please call the office on 0300 123 0773 and let us know!

## Tenant Portal - Everything you need all in one place!

Over 700 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](http://www.hebrideanhousing.co.uk/tenant-portal)



# Allpay payment platforms are moving

The allpay app and internet payments are moving to a new platform.

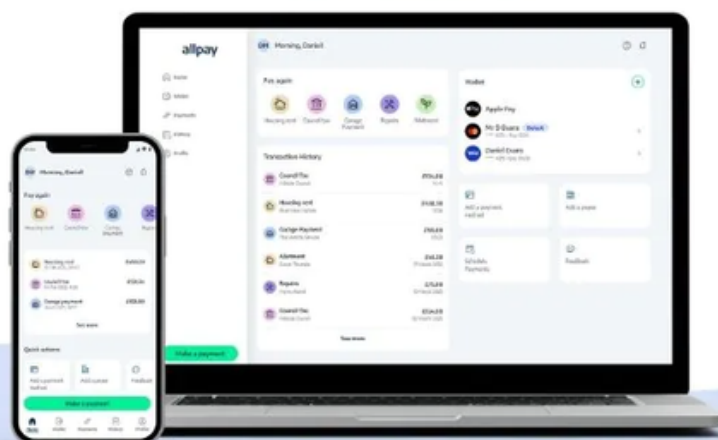
To continue making payments digitally please either download the new allpayments app or use the new allpayments web portal at <https://new.allpayments.net>

You can log in using your existing allpay login username and password. Once signed in, your account details will transfer automatically.

If you use the app please note that the current app will close on **11<sup>th</sup> May 2026**, and you will need to download the new app separately.

## Pay your bills using **allpayments**

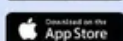
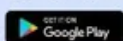
The quickest and smartest way to make and manage your payments on-the-go!



Download the allpayments app today or visit  
**[new.allpayments.net](https://new.allpayments.net)** to get started!



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