

Housing Brief

Advising and supporting our tenants to enjoy their homes

Wishing Jean a Fond Farewell

Staff and Committee Members bid farewell to long standing Lochaber Care & Repair Committee Member Jean Sinclair.

In 2003 Jean joined the LHA Board as a co-optee and served until 2018. While an LHA Board member, Jean also took the opportunity to become an LCR Committee Member, joining in 2012 before deciding to retire earlier this year.

Jean was a dedicated committee member who was always keen to help and support our objectives across the LHA Group.

Maureen Cameron, LCR Manager thanked Jean for all her hard work and dedication over the years. LCR Chairperson, Jenni Hodgson, Chairperson commented "She will be a miss across the LHA Group and we wish her well in her retirement".



Jean Sinclair and Jenni Hodgson

Rent Restructure Consultation 2026

We are thinking about changing our approach to rent setting and want to take your views into account. LHA is committed to providing homes at affordable rents.

We believe that the rent set for each of our homes is affordable, but we want to be sure that our rent charges reflect tenant priorities. We want to give tenants the opportunity to influence how future rents will be calculated.



This isn't about charging tenants more. It's about creating a fairer rent structure that better reflects the size and type of each property. Although some tenants' rents may change, the overall amount of rent we collect will stay the same.

Your views matter. Help shape our future rent structure by completing our short survey -

<https://www.surveymonkey.com/r/LochaberRent2026>



Lochaber Housing Association would like to invite you to attend our 38th Annual General Meeting, which is being held at Caol Community Centre on Thursday 20th August 2026 at 2.30pm.

We are also delighted to be marking the 20th Anniversary of Lochaber Care & Repair with a presentation and look back over all LCR has achieved for the community in Lochaber since 2006.

If you would like to attend please

☎ **01397 702530**

or

✉ info@lochaberhousing.org.uk

by the 30th July 2026.

Raising Complaints or Serious Concerns

As a tenant of a registered social landlord, you have the right to complain if you are dissatisfied with the service we have provided.

It is important that you use the correct process to report these and you should always contact LHA in the first instance.



If the complaint only concerns you, and you remain dissatisfied with the response to your complaint, you can then complain to the Scottish Public Service Ombudsman (SPSO). If you are raising a complaint/serious concern that involves multiple tenants and remain dissatisfied with your response from LHA, then you can submit a serious concerns form to the Scottish Housing Regulator.

They have published a factsheet which will guide you through the process: **SHR - Complaints and Serious Concerns**. More information can also be found on our website: **Comments and Complaints** and **Raising Concerns about your Landlord**.

My LHA... Have you registered yet?

More than 165 of our tenants have already registered for My LHA and are able to report a repair, make changes to their tenancy or indeed to just to contact us. You can access your self-service account on any web browser or via the app. Visit: **My LHA** for more information.

In August we will be randomly selecting 5 tenants to receive a £50 gift voucher. Sign up by 31 July and your name will be included in the draw. So what are you waiting for?



Green Fingerted Tenants Create a Splash of Colour!

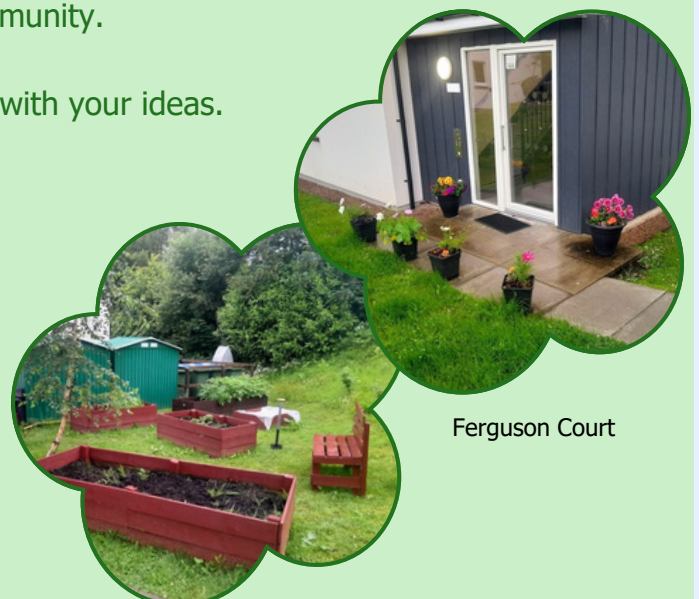
It's always nice to see a plain unused space transformed into a colourful plot, and that's exactly what some of our tenants have done. With a little imagination and a lot of enthusiasm, look what can be achieved!

If you would like to transform an unused space near your home, please get in touch and let us see if we can help you create a splash of colour in your community.

Please email: assetmgt@lochaberhousing.org.uk with your ideas.



Old Banavie Road



Ferguson Court