

Housing Brief

Advising and supporting our tenants to enjoy their homes

Emergency Call Out Service - Telephone Number Change

In November of last year our out of hours call out emergency repairs service was moved to local contractor G & A Barnie and we are very pleased to continue receiving positive feedback for the repairs carried out by them.

From the 2nd June we are moving the call handling emergency switch board service to SPS. You should contact them on **0141 473 2710** to report an emergency repair out with office hours.

A handy fridge magnet with the Association's contact telephone numbers is included with this briefing note.



Office Number:

01397 702530

Repairs Number:

01397 703165

Emergency Out of

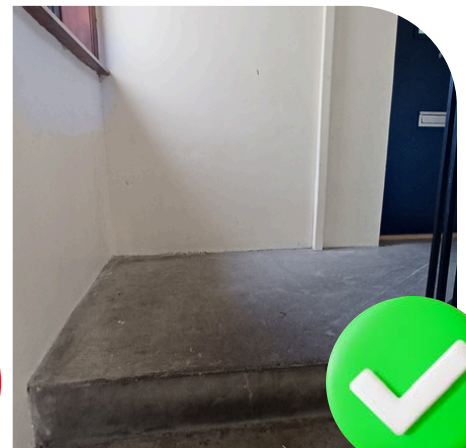
Hours Number:

0141 473 2710

Thank You!

Following communal stair fire risk assessments completed in July 2024, the Associations Technical Officers have been completing monthly inspections of all of the Associations communal stairwells.

The Technical Officers have written out to tenants advising them that certain articles should not be stored within the escape corridors of the stairwell, and require them to be removed.



Sean Doherty, Director of Asset Management said "I would like to thank all tenants for removing the identified items. The corridors are now much clearer, which has reduced the level of risk in the event of a fire. If you are still leaving items in corridors, please remove them. This is a risk to not only yourself, but others too."

The monthly inspections will remain in place as there is still some improvement to be made within individual stairwells.

Getting Involved..

Your Voice. Your tenancy. Your house. Your home.

Your knowledge and understanding of the issues affecting you, your families and neighbours is invaluable in making sure we focus our attention and efforts on the things that matter most to you.



Do you have a tenant engagement group? The Your Voice group has been in place for over 20 years now, and during this time, has evolved in its design and processes.



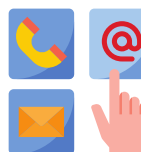
What does the group do? Your Voice reviews policies and changes to procedures that affect tenants. This lets us know what they think and how they would like to see things improved by shaping the service in the future, and to make a difference to what the Association does.



Can you give some examples of what the group have completed over the last year? Over the last year, Your Voice members helped in the design and development of our new website, giving valuable input into how they would like to see improvements. Your Voice were also consulted on the updated design and content of the Business Plan.



What are you looking at achieving in the coming year? Your Voice members will be invited to review the design of our annual report, Tenant Talk, and take part in a survey of our website one year after its launch and much more.



If you would like to know more please call, email or visit our website.

Mairi Clare Mackay: 07496 288 487

Melody Robinson: 07464 829 028

housingmgt@lochaberhousing.org.uk

<https://www.lochaberhousing.org.uk/get-involved/>

✓ Your Voice
approved

We are Listening..

Understanding our tenants' priorities, expectations and views is important to us, and we want to make sure that we listen to you allowing us to continuously review and improve our services. Following last year's tenant satisfaction survey, we identified that there were some areas where our tenants told us they wanted our services to improve.

Our Chief Executive, Director of Customer Services and Housing Services Manager are planning a programme of visits to different areas throughout the summer to visit our schemes and tenants, and listen to concerns, thoughts and suggestions for change. Please look out for information in our Housing Brief about areas we are planning to visit – and if you would like to be involved, please contact us to let us know.

Blooming Lovely..

Our project to put colour into areas which otherwise may have been dull and uninviting is really starting to make a difference. If you would like to nominate an area for a splash of colour with some of our tubs or baskets, please contact us. Residents benefitting from this initiative are only required to water the plants and then sit back and enjoy the colour and scent.



Garden Competition 2025

The competition is now open to all tenants, sharing owners and owner occupiers of properties we factor and you can enter as many categories as you like!

The Association judges will visit every address nominated during the week of **14th July 2025**

Each winner will receive a £50 voucher and runners-up will receive a £25 voucher

Nominations must be received by **Friday 4th July 2025**

Categories:

Best kept Garden

Best kept Tubs/Pots/Hanging Basket

Best Vegetable Patch



If you would like to enter, all you need to do is pick a category/s and telephone or email us. Simple!



01397 702530

info@lochaberhousing.org.uk

Stepping Out!

On the 05th May 15 staff members split into three teams, began an 8 week step count challenge which runs annually and is promoted by Paths for All. We all know the benefits of exercise but did you know that regular walking can help boost mood and energy levels, prevent certain diseases and conditions, burn calories, and even prolong your life?

Bethany Chisholm who was part of the top team for the Association in 2024 said, "I really enjoyed this challenge and was delighted with how well my team did overall last year, I never knew I was so competitive until this started! I am trying to keep my team motivated as much as possible, so we are able to come in the top 10 out of over 700 teams for this year's challenge".

**ACT
NOW**

RTS Switch-Off Urgent Action Required

The technology that supports Radio Tele Switch (RTS) electricity meters will switch off from 30th June 2025.

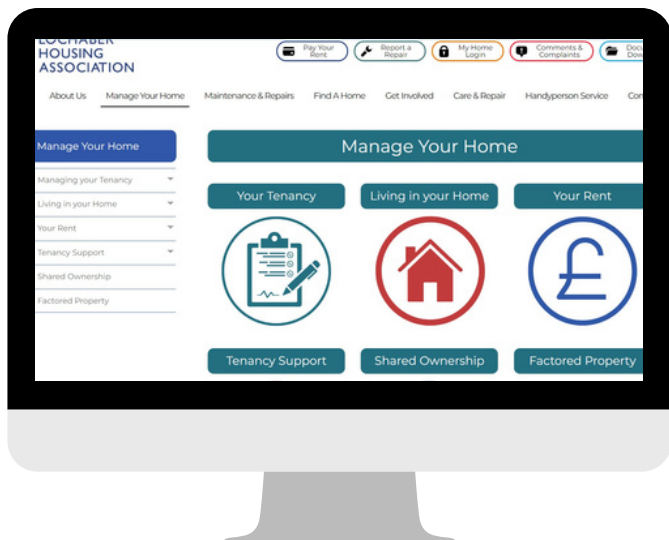
Without the technology to tell RTS meters when to swap between peak and off-peak rates, you could be left without heating or hot water or find your heating is constantly on. Your electricity supplier won't be able to confirm how much electricity you have used during peak or off-peak times, which means your electricity costs could be much higher than before.

Don't leave it any longer, if you have an RTS meter or aren't even sure, contact your energy supplier today. Details for all energy suppliers can be found on Ofgems website:

<https://bit.ly/Ofgem-Replacing-your-RTS>

Keeping You up to Date..

We are committed to communicating more with you and providing faster news, that benefits and supports you with your tenancy and the community you live in. There are lots of ways you can keep up to date with LHA news, events, community posts, welfare advice and support, plus many more.



Our website has a wealth of useful information and leaflets to download, as well as several useful online forms such as requesting permission to keep a pet.

<https://www.lochaberhousing.org.uk/>

If you can't find what you are looking for, please contact us: info@lochaberhousing.org.uk

If you haven't already done so, why not follow us on Facebook. We have nearly 700 followers now and usually post several times a week.

<https://bit.ly/LHA-Facebook>

Reporting Repairs

The easiest way of reporting a repair is by using the online Report a Repair Tool on our website:

<https://www.lochaberhousing.org.uk/report-repair/>

Alternatively, you can log your repair via your My Home Account:

<https://myhome.lochaberhousing.org.uk>

Maintenance Department: **01397 703165** during office hours

If you experience an emergency repair out with office hours you need to call the out of hours emergency switchboard on: **0141 473 2710**



We are committed to removing any barriers to communication.

This newsletter can be produced in another format e.g. braille or large print upon request.

Where English is not your first language, LHA will provide on request, written information in your first language.

