

Communications Special

How do **we** communicate with you? How can **you** communicate with us?
What do **we** need to communicate? What do **you** need to communicate to us?

These are all really important questions that need to be answered and this Communications Special aims to let you know about the improvements we have made to enable both **you** and **us** communicate in the best way possible.

When you contact us, please bear in mind our published Communication Timescales to give you an idea of when to expect a response from us. These timescales have been approved by Your Voice, our tenant participation group. You can view them here: <https://bit.ly/communication-timescales>.

So, lets think about what you need to communicate and the options available to you:

General enquiries

Telephone: 01397 702530
Email: info@lochaberhousing.org.uk
Complete the [Contact Us](#) form on the website

Housing enquiries

Our Housing Officers are often out and about visiting our tenants, so the most effective way to communicate with them is via:

Email: housingmgt@lochaberhousing.org.uk
Telephone: 01397 702530
Our Customer Service team will take your message and forward to the Housing team.
Or you can complete the [Contact Us](#) form on the website

Reporting repairs

[Report a Repair](#) on our website is a great new tool and the easiest and simplest way to report your repairs. You can even upload pictures straight from your mobile phone.

Your [My Home](#) tenant account. You can also track progress of your repair here.

Telephone: 01397 703165
Email: maintenance@lochaberhousing.org.uk

If you experience an emergency repair out with office hours you need to phone 01349 886691 for our out of hours service.

Maintenance queries

Email: assetmgt@lochaberhousing.org.uk

If you prefer to visit our offices and see someone in person, then this is also available, however we would encourage you to make an appointment first to ensure that the right person is able to assist you.

What we communicate with you and the methods we use

Website

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

Your Tenancy



We have recently launched our brand new website packed with useful information, FAQs, guides and so much more, to help you manage your home. In fact, we are confident that you will be able to find answers to almost all your questions!

There are also several new online forms for things like asking permission for improvements or requesting a pet. The website plays an important role in how we communicate with you and is constantly being added to.

Living in your Home

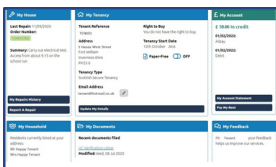


For those who have impairments, we have a fantastic gadget called Read It that allows the website to be read, text changed into accessible fonts, highlighters and more. There's a really useful guide too that will help you enjoy reading the website whatever your needs. Of course, if you need support, we're here to help!

And if English is not your first language, it can be translated into any language.

My Home

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



My Home tenant account allows you to manage your household by keeping your details up to date, pay your rent, report a repair and view documents we have sent to you.

We update your My Home account with repairs progress, repairs history and rent information, such as your current balance. It's your one stop shop tenant account. Registering is really easy too. Just visit My Home and register today.

Facebook

<https://www.facebook.com/p/Lochaber-Housing-Association-100064871315155/>



Our Facebook page is proving extremely popular and is ideal for getting news out faster than ever. You'll be amazed at how many views we get for our posts!

We will post and share information on housing availability, new developments, benefits advice, office opening hours and local news to name but a few. Why not follow us and get faster news?

Housing Briefs

<https://www.lochaberhousing.org.uk/newsletters-and-briefs/>

File Description	File	Size
Housing Brief Jun 2024		3MB
Housing Brief Feb 2024		2MB
Housing Brief Dec 2023		6MB

Our housing briefs are now sent out electronically, reducing the vast amount of paper otherwise used. We do still send out paper copies where a tenant doesn't have an email account, although we would encourage you to receive them electronically.

Tenant Talk Annual Report

<https://www.lochaberhousing.org.uk/performance-documents/>

File Description	File	Size
Tenant Talk 2023		4MB
Tenant Talk 2022		3MB
Tenant Talk 2021		2MB

Tenant Talk is published annually and details how we are performing against our peer organisations. This document is produced using the information we submit to the Scottish Housing Regulator.

Looking forward

We are committed to continue improving how we communicate with you, by not only meeting our published communication timescales but also what information is published.

We hope you have found this communication brief informative and look forward to more updates with you.