

ALMONDVIEW

ALMOND HOUSING ASSOCIATION NEWSLETTER

AUTUMN 2023



AGM

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Tenant participation

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A message from John...

Hi all... I hope this finds you and your family/friends all well.

I noted in my last update that we were working with our contractor to address the backlog in responsive repairs. This has had a positive impact and resulted in a significant reduction in outstanding jobs.

I hope that you have seen an improvement in this area, and we will continue to work hard to ensure that any delays are kept to a minimum.

I also noted our very positive position in terms of performance. We have now received performance data for other Housing Associations across Scotland and we continue to compare very favourably across key performance areas.

Earlier this month, we held our Annual General Meeting and it was great to see so many of our members in attendance. Reflecting on the financial year 2022-23, I am proud of what our teams have achieved. We have continued to focus on providing support through the Cost-of-Living Crisis and it is testament to the hard work of colleagues and the support of our Board that we have directed significant resource into this area. We will continue to take this approach as we endeavour to provide support where it is needed most.

Throughout this newsletter, you will find information on customer feedback, including complaints and compliments. We have seen a reduction in the number of complaints received in the last year and have recently produced an Annual Complaints Report.

Your feedback is very important and allows us to make improvements. As ever, we are keen to enable customer feedback in a way that suits you. Our recent appeal for customer feedback received over 70 expressions of interest and we are working on the best way to facilitate this. If you did not get a chance to respond and wish to have your voice heard, please contact a member of the team.

Alternatively, please do not hesitate to contact me personally at john.davidson@almondha.org.uk if you would like to propose any ways in which we can do better or if you have a particular issue that you would like us to address.

John Davidson, Chief Executive



Changing tenant receipts

We are changing how we send tenant receipts.

Following reports of works required to your home, we send out tenant receipts which include information about the works ordered and a short survey for you to complete. These receipts are currently posted to your home but to be more environmentally friendly and to make it easier for you to respond, we're changing our process so that, where possible, you receive these through text or email.

The text or email will include key information about the repair, followed by a link to a short survey for you to complete. Keep your eyes peeled (and phones handy) as these will be starting soon!

Waste ...it all adds up!

Almond Enterprises Ltd carry out a variety of services for us including clearing waste left in communal areas, void properties and outdoor areas. Over the past 3 months, they have carried out 186 jobs which involved taking over 32 tonnes of waste to a local waste management and recycling facility. This is the equivalent weight of more than 6 elephants and cost over £30,000!

Did you know residents of West Lothian can recycle items free of charge at Oakbank Community Recycling Centre? We would encourage as many people as possible to use this facility to allow us to make better use of budgets.



Complaints & Compliments

We are committed to providing high-quality customer services and rely on your feedback to help us improve. We recently received a complaint which highlighted when we hadn't got things quite right and we have now made changes to improve our services.

YOU SAID – A tenant complained that they were dissatisfied that at the time of submitting an alteration request, they were not made aware of the Association's planned programme of works. After the tenant completed improvement works in their bathroom, they received notification that Almond were upgrading the bathrooms in the area.

WE DID – We acknowledged that there was a failing in the Associations procedures and made arrangements for them to be amended to ensure that when an alteration request is received, the tenant is made aware of any planned works which may affect the work that they would like to do.

As well as monitoring complaints, we also record the compliments our staff and contractors receive. Your positive feedback helps to assure us that we are getting things right for you so please keep them coming in.

"I called Friday morning to report a repair, they were out Friday afternoon... very impressed. Thank you."

"Thanks to the joiners that attended to fix the shower rail and curtain, they were lovely, helpful and they were a good laugh when there. I felt the service was great from them and the work is good too."

"Been in my home for 44 years and always very happy with the service from Almond Housing. Its excellent."

"I've just had my smoke/heat detectors fitted. I just want to say, what a lovely man. Very pleasant. Thank you."

"I am so grateful and happy with my kitchen. Everyone has been polite, helpful and carried out the work to an excellent standard. Thanks so much."

Our 2022/23 Annual Complaints Report is now available to view on our website. If you have feedback to share with us, please contact us on **01506 439291** or email enquiries@almondha.org.uk



AGM

We were pleased to welcome members of the Association to our Annual General Meeting on Thursday 7th September!

The meeting took place in Mercure, Livingston where we welcomed 25 members and guests.

If you would like to attend next year, you can become a member of Almond HA for a fee of £1.

For more information, see www.almondha.org.uk



We have a winner!

Congratulations to Fiona Samson who has won our Almond Award for this quarter. Fiona was delighted to be presented with **£250 worth of vouchers** for The Centre and Asda.



This draw is our way of thanking customers for keeping on top of their rent payments, taking care of their home and generally being a good tenant.

Our next **Almond Award** will be run in **Winter 2023**. To be entered for the draw to win **£250 worth of vouchers**, simply:

- 1 Maintain a clear rent account for a minimum period of three months immediately prior to the draw.
- 2 Ensure you have not been involved in causing anti-social behaviour in your area.
- 3 Maintain your tenancy and any garden area to a satisfactory standard.
- 4 Allow our contractors to gain access to your home where appropriate.
- 5 Be a member of our tenant consultation list. Contact us or visit our website to find out more and sign up.

Well done to Fiona and a big thanks to all our tenants!

Tenant participation strategy

Our Tenant Participation Strategy is now available to view on our website. We have developed this strategy with the aim of delivering better services and improved outcomes for our customers.

Visit our website to find out more www.almondha.org.uk

Ways to get involved with Almond HA:

- Customer Consultation Group
- Community Events
- Short Term Working Group
- Tenant Led Inspections
- Tenant Focus Group
- Become a Member of Almond HA



USEFUL TELEPHONE NUMBERS

To report an emergency repair when our office is closed, please call 01506 439291 and select option 3 or contact the out of hours service directly on 0141 225 2842.

Almond Housing Association	01506 439 291	Homeless Persons	0800 032 3450	Scottish Power (General)	0845 270 0700
Gas Leaks	0800 111 999	Howden Health Centre	01506 423 800	(Emergency)	0845 272 7999
Citizens Advice Bureau	01506 432 977	Litter Hotline	0800 616 446	St John's Hospital	01506 523 000
Craigshill Health Centre	01506 432 621	Police	101	Street Lighting	01506 280 000
Energy Advice	0808 808 2282	Refuse Collection	01506 280 000	West Lothian Council	01506 280 000