



**Here
To Help**
... page 2

WIN
Panto tickets
... more on page 3

**Christmas
Open House**
12th December
... more on page 3

On behalf of Almond Housing Association's staff and board,
we'd like to wish all our tenants and customers **Happy Holidays**

***DONT FORGET... our office will be closed from 1pm on Monday 24th December
until 8.30am on Thursday 3rd January 2019***



We're here to help

AHA works in partnership with local organisations to provide our customers with a wide range of support services.

Robert Scoular, from the Community Help and Advice Initiative (CHAI), is our Tenancy Sustainment Officer and offers one-to-one advice and support, working with tenants to maintain their tenancies and access a wide range of local services.

Affordable Warmth Advisor **Andy Price**, from Changeworks, delivers Almond Energy Action, a scheme to help tenants reduce their heating and electricity bills.

Drew McLellan, from The Action Group, provides Welfare Benefits Advice, assisting with benefit claims and checking on entitlements, as well as advising on debt-related matters.

For an appointment to see any of our support staff at the AHA office, or to arrange a home visit, speak to your Housing Officer, who can make a referral. Alternatively call **01506 439 291**.

Even if our staff cannot help you with what you need – it's likely they can refer you to a service which can. So get in touch now.

Winter tips... here are a few to make the colder months a little bit easier.



- Your boiler is the heart of your warm home, so make sure it is working properly and any issues are reported quickly to your Housing Officer
- Use the timed settings on your heating, and fix the thermostat to between 18 and 21C (23C if there are elderly or very young people in the home)
- Wear extra layers – a warm jumper can help to keep you cosy
- Close curtains at dusk to retain heat in your property
- Draught proof your home, especially round the front door and windows
- Get the best deal from your energy supplier. Fuel will cost more during the colder months so check your tariff

- Make sure you're getting all of the benefits and winter payments you're entitled to. A few to look out for include the Winter Fuel Payment, Cold Weather Payment, Christmas Bonus and the Warm Home Discount



Please don't struggle on your own. If you are unsure of any of the above, or would like some help in getting ready for the Winter months, call our office on **01506 439 291** and one of our team will be able to help.



ho, ho, ho!

OPEN
WEDNESDAY
12 December
3-5pm
New Almond House
44 Etive Walk
HOUSE



You're invited to our Christmas Open House

Pop along to meet Santa, as he stops by with selection boxes for the kids, at our Christmas Open House on Wednesday 12th December.

We have lots of festive fun in store, including the chance to win pantomime tickets for all the family to 'Jack and the Beanstalk' at the Howden Park Centre.

Enter our prize draw before 7th December – and the lucky winners will be announced at the Christmas Open House.

Come along at any time between 3pm and 5pm.
See you there!

PLEASE NOTE: We will be taking photos at the event and by attending you consent to the future use of these photos to promote the Association's work

WIN TICKETS to JACK AND THE BEANSTALK

This year's pantomime at Howden Park Centre is 'Jack and the Beanstalk', and we have tickets to give away to the performance on **Friday 21st December at 2pm!**

To enter our prize draw, please complete your details below and return to us at: **Almond Housing Association Limited, 44 Etive Walk, Craigshill, West Lothian EH54 5AB**

You can also send your details and the number of tickets you require by email to enquiries@almondha.org.uk but remember to put '**Panto prize draw**' in the subject line and get it to us by **FRIDAY 7TH DECEMBER.**

Name:

Address:

..... Contact No:

Number of tickets required: Adult Child Wheelchair access



We have a winner!

Congratulations to Helen Ruddy of Howden, who has won our Almond Award for this quarter! Ms Ruddy was delighted when Housing Officer Wil Wilson presented her with **£250 worth of vouchers** for Almondvale Shopping centre and Asda.



The draw is our way of thanking folks 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 Spring 2019. All you need to do in order to be entered for the draw to win £250 worth of vouchers is to:

- 1** Have maintained a clear rent account for a minimum period of three months immediately prior to the draw
- 2** Not be involved in any anti-social behaviour in your area
- 3** Maintain your tenancy and any garden area to a satisfactory standard
- 4** Have allowed our contractor to gain access to your home to complete the annual gas check

Well done to Ms Ruddy and a big thanks to all our tenants!

Winter Property Checks

Temperatures have dropped and AHA is once again conducting Winter Property Checks for all tenants over 65.

These checks include the following:

- Stopcock identification
- Checking your property is secure
- Outstanding repairs
- Tripping hazards on access paths

Even if you do not qualify for a Winter check, we would urge you to get your house ready for the colder months by conducting the same checks yourself and advising us of any concerns you might have. Please contact your **Housing Officer** or call us on **01506 439 291** if you have any queries.



USEFUL TELEPHONE NUMBERS

EMERGENCY "OUT OF HOURS" REPAIRS: 0845 038 0040

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