

ALMONDVIEW

ALMOND HOUSING ASSOCIATION NEWSLETTER

SPRING 2023



Tenancy Sustainment

... find out more about tenant support on page 3



Landscaping

... find out more on page 3

PLEASE NOTE... our office and phone lines will close for the Easter break on Friday 7th & Monday 10th April. They will also close for the bank holidays on Monday 1st & Monday 8th May



A message from John...

Hi all... in the Winter update, I referred to The Scottish Government announcement that a rent freeze was being implemented until March 2023. You will now be aware that this will end from 31st March and you will have received information on AHA's rent increase being applied from 1st April 2023.



As I mentioned in the last update there is no denying that the current financial climate is one which is challenging and whilst the rent increase is significantly below inflation, we are fully aware that it will bring added financial pressure to many of our customers. We remain determined to support our tenants as much as possible and have committed significant resources to help those who are finding it difficult to make ends meet. For additional support, I would urge you to contact your Housing Officer to discuss what we can do to help.

In addition to the above, in a previous update I referred to the development of our new Community Impact Strategy and I am pleased to advise that it was approved by the Board at the end of last year.

Whilst continuing to deliver the many engagement and community support activities as we have done previously, our new approach looks to do more. We are confident that we can deliver some of our services in a more meaningful and impactful way to create real life employment opportunities which will benefit both local people and the Association.

We are keen to include as many of our customers as possible in the development of our services. If you are interested in finding out more, please get in touch.

Finally, this edition of Almondview marks the first 'digital' version of the newsletter. If you would prefer to receive a printed copy and have not yet signed up for the mailing list, please contact us and we will send future editions to you by post.

As ever please contact me at **john.davidson@almondha.org.uk** if you have a particular issue that you would like us to address or ideas on how we can do better as your landlord.

John Davidson, Chief Executive



Prevent Condensation



To prevent condensation in your home which can lead to damp and mould it is important to:

- Ventilate your home by opening windows and using extractor fans
- Maintain a constant temperature
- Reduce moisture levels

We have a limited number of condensation packs available for tenants who are experiencing condensation in their home. Please contact us for more information.

If you are experiencing issues with damp and mould, please contact us to arrange an inspection.



Drop in sessions

Our office is open for drop in sessions on Tuesdays from 10.30am-12.30pm and Thursdays from 3.30pm-5.30pm.

To make an appointment outwith these hours, please phone **01506 439291**, email **enquiries@almondha.org.uk** or visit our website at **www.almondha.org.uk**

Tenancy Sustainment Service

Did you know we have a Tenancy Sustainment Service within Almond HA?

The Tenancy Sustainment Service is designed to provide support and assistance to any tenant who may be struggling in their home. We can help with things such as sourcing furniture and appliances, assisting tenants when they are applying for grant funding, signposting to relevant support services in the area and more.

Meet our Tenancy Sustainment Officer, Joss.

Joss has been in the role of Tenancy Sustainment Officer since September and has a good understanding of our tenants and the local area after working with Almond HA for the past 5 years. To find out more about this service or to contact Joss, please email enquiries@almondha.org.uk or phone **01506 439291**.



Landscaping

Over the last two years our Landscaping contractor, along with many others in the UK, has struggled to recruit enough labour to carry out all the works required during the summer period.

To ensure that a good level of service is delivered in priority areas and to reduce costs in line with the below inflation rent increase we plan to reduce the number of areas we cut. Areas are being identified and will be cut at the beginning and end of the growing period. We appreciate this is not ideal but hope that this will result in a better standard of service in the areas being maintained more regularly. More information regarding specific areas receiving a reduced service will be on our website shortly.

Get Involved

HELP SHAPE OUR SERVICES.
Get involved in our text and email consultations.



What does it involve?

By signing up to the consultation list, you agree to be contacted by Almond HA throughout the year to answer quick and easy questions on our services. This will provide us with useful information that informs us of what is working for our customers and what we can do to improve.

What are the benefits of joining the list?

You get to have a direct impact on our services and help to shape the future of Almond HA. You will also be added to the Almond Award draw to win £250 worth of shopping vouchers (T&Cs apply, more information available on page 4).

How do I sign up?

To get involved in future consultations, sign up by calling **01506 439291**, emailing enquiries@almondha.org.uk or completing the form on our website, www.almondha.org.uk

You can also access the online form by using the QR code above.

We have a winner!

Congratulations to Mrs Wendy Mackay who has won our Almond Award for this quarter. Wendy 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 **Summer 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 Wendy and a big thanks to all our tenants!

Scottish Housing Regulator **National Panel**

Take our survey, help us improve services...

Would you like to help improve social landlord services in Scotland? The latest National Panel survey is now available to all tenants and service users!

The panel is one of the ways that the Scottish Housing Regulator can hear what tenants and service users think and make sure it focuses on the important things. Members receive occasional surveys and invites to take part in our other feedback exercises. Participation is always optional and you can leave any time.

We want to include a diverse range of people on the Panel, including those who are not involved in other ways of giving views on landlord services. Members include council and housing association tenants, people who have used homeless services, homeowners who receive social landlord factoring or common repairs, and people living on social rented Gypsy/Traveller sites.

TAKE PART...

Online at www.bit.ly/shr-panel

Call **0800 433 7212**

Get a printed copy on natpan@engagescotland.co.uk
or call **0800 433 7212**

USEFUL TELEPHONE NUMBERS

For "out of hours" emergency repairs, call our office on **01506 439 291** and select option 3.

Alternatively, you can call **0845 038 0040**. Direct calls to this number will cost up to 7p per minute, plus your phone company's access charge.

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