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Craig Spence
Chief Executive

As we finalise our work for the year, and make all our festive arrangements, we are already preparing for 2024 and continuing our work in supporting all of our tenants and customers.

Demand for housing and our services continues to be high, and our team continually focus on delivering the best support possible to everyone. In this newsletter we have set out much of what we are working on, ways to find some extra help and support – and how to get in touch with the helpful members of our team.

We are very aware of the financial pressures households face, and the Association has also seen significant inflation in our costs of repairing, improving and building new homes. For the third year in a row, our Management Committee will be proposing a below-inflation rent increase, trying to balance providing quality services with keeping rents affordable. You will be fully consulted on the proposals in the New Year.

Our team continually look for new and innovative ways to help, and access additional funding. The majority of our tenants have already been in touch and claimed the OHAL £150 Winter Fuel Payment, which should already be in bank accounts. More details are on page 2 about how to claim this if you haven't already. We have also included information about our ongoing projects to improve the energy efficiency of our homes right across Orkney, including triple-glazed windows.

I wish everyone the best for the festive season and hope that 2024 brings all that you and your household need.



Christmas Closure & Rent Payments

The Association's office will be closed from 5pm on Thursday 21 December 2023 until 9am on Wednesday 03 January 2024.

You can still pay your rent during this period by logging onto our website at www.ohal.org.uk and making your payment online.

Allpay payment cards, Direct Debits and Internet Banking will continue as normal during this time. Anyone using an Allpay payment card will need to be aware of the following payment limits:

- **Paypoint outlet** - £200 limit per transaction
- **Post Office** - £999 limit per transaction

If, for any reason, you are unable to make a payment either over the Christmas/New Year break or at any time in the future, please contact your Housing Officer to discuss your options. We can offer advice and support to help you during this time.

SOCIAL HOUSING FUEL SUPPORT FUND

**Social Housing
Fuel Support Fund**

The Association has managed to secure additional funding from the Scottish Government for ALL rented tenants to provide a little extra help this winter. There are no qualifying criteria other than being a rented tenant on 1 December 2023 and not have given notice to terminate your tenancy. Therefore, if you are an OHAL rented tenant you will get these funds.

Every household will be receiving £150 to put towards heating or other energy costs. If you want to receive this payment in January 2024 you only need to fill in our quick online form at the following link: <https://forms.office.com/e/vhNTJZUWTY>. After that date we will process the payment into your bank account.

We hope that this payment helps you. However, if you need any help or advice get in touch and we can arrange an appointment with either your Housing Officer or our Energy Officer.



Government support this Winter

Households receiving Universal Credit, JSA, ESA or Tax Credits have benefited from Cost of Living payments up to £601 over the past year and will receive an additional Cost of Living Payments of £299 in Spring 2024.

Are you eligible
for the Warm
Home Discount?



The Cost of Living Payment is applied automatically - you do not have to do anything. Be aware of scam calls, and texts asking you to follow a link to apply. These may sound or look legitimate, but they are designed to steal a customer's private information such as their banking details.

Have you checked whether you are eligible for the Warm Home Discount Scheme? This is a £150 payment to help with heating costs over the Winter. Contact your energy supplier to find out more.

The Scottish Government has a dedicated website, pulling together information on support available to people struggling with the cost of living. See <https://costofliving.campaign.gov.scot>

**COST OF
LIVING
SUPPORT**

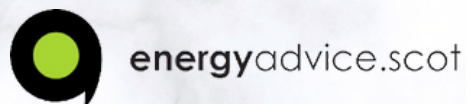
Other Sources of Help and Information

Energy Domestic Consumer Advice for Autumn/Winter 2023

A specific guide for domestic customers has been published, although please check the main web page to ensure the latest version is being accessed.

[Visit Website](#)

Energy Advice Scotland



Free, practical advice and information on energy-related matters for the citizens of Scotland can be found on their website.

[Visit Website](#)

Energy Saving Trust

The Energy Saving Trust has produced some quick tips on how to save money on your energy bills.

**energy
saving
trust**

[Visit Website](#)

Scottish Welfare Fund

The Scottish Welfare Fund is aimed at providing assistance for people on benefits, or considered to be on a low income. The Council administers the fund on behalf of the Scottish Government and provides two types of grant:

Crisis Grants - Providing a safety net in the event of a disaster or emergency.

Community Care Grants - Providing help to leave care and live on your own, or to continue living in your own home.



[Visit Website](#)

Scottish Social Security

Responsible for managing Scottish benefits - click link below.



[Visit Website](#)

Orkney Charitable Trust



The Orkney Charitable Trust provide financial help for people under 25 living in Orkney during times of ill health, disability, hardship or disadvantage. Financial support is available to these people and their families in the form of grants, loans or other support. Visit their website to find out more about what they're doing.

[**Visit Website**](#)

Free School Meals and Clothing Allowances

Information on how to apply for free school meals and clothing allowances can be found on OIC's website:

[**Visit Website**](#)



Orkney Money Matters Working Together To Get The Right Support For You

Orkney Money Matters is a partnership project which aims to reduce financial insecurity within Orkney through advice and a cash-first approach to support.

The close working between front-line support organisations, including Orkney Citizens Advice Bureau, THAW Orkney and Orkney Blide Trust, and the creation of a referral pathway from other local agencies, including Orkney Housing Association, ensures that there is 'no wrong door' approach to seeking support. This approach allows people to access support in a way that suits them and ensures that you don't feel that you need to retell your story over and over again.

If you would like someone to support you to attend appointments sort paperwork, or work out the next steps, there is a Money Matters and Mental Health Links Worker within Orkney Blide Trust who is available to guide you each step of the way.



If you don't know where to start and need support to navigate the available services, or if you are in a position where you can't afford essentials such as food or heating, please get in touch with the Orkney Money Matters Links Worker in Orkney Citizens Advice on : 01856 875621 or email: LINKS@orkneycab.casonline.org.uk

New Build and Planned Investment Programme

As everyone is well aware, rising prices have caused investment pressures on household budgets. This is no different for OHAL. Over the past year there has been an unprecedented increase in prices across the construction and trades sector, which has led to increased pressures on the New Build and Planned Improvement programmes.



Proceeding with all planned works in this environment is not sustainable, which means difficult choices will persist regarding what works we take forward and those that are delayed. We understand it can be frustrating waiting for improvement works you understood were on the way, which is why we really appreciate your continued patience while we navigate this challenging period.

The increase in building costs also impacts on our programme to deliver new homes. While we have received valuable support from the Scottish Government's More Homes Division, progressing new sites is proving more challenging. However, if we were to stop building, it would not help to keep rents affordable for existing customers. As such, we are planning to keep building properties for Orkney's communities where possible.

Net Zero Funding

The Scottish government has introduced a grant scheme entitled the Social Housing Net Zero Heat Fund (SHNZHF), which is designed to support heat and energy efficiency projects in the social housing sector. A total of £200 million has been made available until 2026 to support social landlords to install zero direct emissions heating systems and energy efficiency measures across their existing stock only. OHAL have been awarded £175,000 from this fund.

This funding avenue has allowed us to move forward with some non-planned fabric first works on a handful of small schemes, including some of the remotest parts of our estate. This will help reduce the heating demand in those properties and increase the EPC rating. Confirmed works are as follows:

Glaithness Park, Kirkwall – Windows, loft insulation top ups and cylinder jackets

Greenfield, Toab – Windows and loft insulation top ups

Howanbrek, Westray – Windows and loft insulation top ups

Johnston's Road, Rousay – External doors and Velux roof lights

Parkhead, Finstown – Windows, loft insulation top ups and cylinder jackets

We will continue to assess our current housing stock and financial position to identify any further properties that may benefit from this scheme, and to determine whether these are viable in the current economic climate.



Programmed Renewals & Replacements for 2023/24

Below are the properties which have been identified as due for planned maintenance and property improvements this year. We will be consulting with the individual tenants in due course.

Please note that all listings may be subject to change and refer to RENTED properties only

Replacement / renewal works



Window Replacement

Graeme Park, Holm
French Road, Lyness
Johnston's Road, Rousay

External Doors

Howanbrek, Westray



Replacement Heating

Kiln Corner, Kirkwall



Fascias & Rainwater Goods

Daisybank, Quoyloo

External Decoration

- King Harald Kloss, Kirkwall
- Kiln Corner, Kirkwall, ground floor
- Phoenix House, Kirkwall
- Sommerville Square, Kirkwall
- Storehouse Place, Holm, Nos 1 & 2
- North Ronaldsay
- Jewadale, Finstown
- Buckles Road, Finstown
- Meadowbank, Kirkwall
- McLeod Drive, Kirkwall
- Langskaill Place, Kirkwall
- Marwicks Brae, Dounby

Development Programme for 2023/24

Walliwall Phase 6 & 7:

Completed April 2023

8 x 1 bedroom – General Needs Standard – Rented

Completed May 2023

2 x 1 bedroom – General Needs Standard – Rented

4 x 1 bedroom – Amenity Standard – Rented

Completed August 2023

4 x 2 bedroom – Amenity Standard – NSSE sale

2 x 4 bedroom – General Needs Standard – NSSE sale

Walliwall Phase 8: Expected completion April 2024

6 x 1 bedroom – General Needs Standard – NSSE sale

2 x 4 bedroom – General Needs Standard – NSSE sale

The Scottish Secure Tenants (Right to Repair) Regulations 2002

Under the terms of the above legislation the Association is required to let its tenants know of the provisions of these Regulations - this leaflet can be found in the downloads section of our website - https://www.ohal.org.uk/docs/id16-right_to_repair.pdf - or a copy can be obtained from the office.

REPAIRS TIMESCALES

Type of Response	Timescale	Description
Emergency	0-6 hours	Works to make safe where there is either a risk to the tenant or members of the public or to make a property secure or prevent further damage.
Urgent	1-3 working days	Works not classified as emergencies but which would cause a high degree of inconvenience or may cause further damage if not attended to within 3 days. Some repairs are covered by the 'Right to Repair Scheme'. For further information please refer to your Tenants Handbook.
Routine	20 working days	All other repairs which are not Emergency or Urgent.

Condensation Advice

This is the most common cause of dampness.

Condensation is caused by water moisture from inside the home coming into contact with a colder surface, such as a window or wall. The water drops (or condensation) may then soak into the wallpaper or paintwork or even plasterwork and attract black mould to grow on its surface. You can wipe the black mould away using a special fungicidal solution or a solution of water and bleach. Please remember to be careful when using bleach and take appropriate safety precautions as guided by the manufacturer.



Condensation mainly occurs during the colder months and is usually found in corners and north facing walls, on or near windows, areas with little air circulation such as behind wardrobes and beds - especially when they are pushed up against external walls. Black mould is frequently seen on this type of dampness.

It is very important to strike a balance between warmth and ventilation. It may appear that by opening windows you are losing heat, but what this allows is warm moisture-laden air to escape and permits cool dry air to enter your home. Dry cool air is actually cheaper to heat than warm moist air! So this actually saves you money as well as resulting in a healthier living environment.

Taking preventative action - if you feel the dampness and/or mould growth is caused by condensation.

Produce less moisture

Cover pans when cooking.

Dry clothes outdoors in warm weather.

Ventilate tumble driers to the outside.

Do not use paraffin or liquid petroleum (bottled) gas heaters they produce masses of water vapour and are very expensive to run.



Ventilate to remove moisture

Always ventilate, or open a window when the kitchen/bathroom are in use and close other internal doors so as to prevent moisture-laden air from spreading to other parts of your home.



Wipe away excess moisture

Always wipe the windows (and window sills if required) of your home every morning to remove condensation. This is especially important in the bedroom, just opening the window is not good enough.

Keep your home adequately heated

If possible, keep low background heat on all day, even in the bedrooms, kitchen and bathroom.



Above all remember, dealing with condensation is not easy and automatically assuming it has come inside from outside; it hasn't!

Only carrying out one or two of the above steps will not help your problem. You must do as many as possible every day so that it becomes part of your routine.

If you still feel, having read this article, that your dampness is due to rising damp, penetrating damp or from defective plumbing then you should contact us.

ENERGY SAVING TIPS

Help to keep costs down

Electricity prices remain high going into this winter, which in turn affects what we pay for the energy we use in our homes.



While support exists to help with these high costs, including from the Association, there are also things you can do to reduce the impact on your energy bills. While we

recognise that many tenants may already be doing all this and more to cut costs, hopefully some tenants may find these tips useful:

Optimise use of your heating system

Your home's heating system has various controls that can be used to reduce your energy usage. On storage heaters these are on the heaters themselves. For room thermostats, these can be turned down to 19°C, or for radiators turn down the thermostatic radiator valves in individual rooms to further cut back on heat usage.

Do full laundry loads

Half-load settings save very little energy, so a full load is much more energy efficient. Do fewer (but fuller) wash loads instead. Try and avoid using a tumble dryer as well.

Use the 'eco' setting

On your dishwasher or boiler, the 'eco' setting heats water more slowly, using less energy. You get the same results; it just takes a little longer.

Don't use standby mode

Unless switched off at the wall, appliances like your TV continue to use energy, costing the average UK home £35 per year. Switch off at the wall to put a stop to this wasted spend.

Careful with that kettle

When making tea or coffee, most of us fill the kettle right up. This means as a country we're wasting around £68 million worth of energy a year. By filling your kettle just to the level you need, it could save you up to a third of the energy you have been using.

Switch to LED bulbs

Traditional bulbs are extremely inefficient. Modern LEDs are the opposite, and also last longer so are less wasteful too.



Use your microwave more

You'll save energy because it's quicker than using the main oven or hob. It's worth considering a slow cooker too, as they're one of the most energy-efficient kitchen appliances.

Unplug all your chargers

Across the country, people are unnecessarily over-charging their mobile phones, tablets and laptops. Instead, as soon as your device is fully charged, try to get into the habit of unplugging it. Not only will this save energy, it also prolongs battery life and removes a potential fire safety hazard. It could also save you about £60 a year on your electricity bills.

Close your curtains at night

During the day it's important to try to use as much natural - and free - heat (in the form of sunlight) as possible. But when night comes, closing your curtains will help your home retain that heat. This helps keep warmth in the room - but try not to let them cover radiators or heaters.

Turn down the temperature of your washing machine

With today's effective washing machine detergents, there's often no need to run your washing machine any higher than 30°C - clean clothes and energy saved.



Dress for the weather

An obvious tip is to ensure you are dressed accordingly in respect of the weather. A cosy jumper or fleece in winter keeps you warmer and reduces the need to rely on your heating system to stay warm.

Not using it? Turn it off!

Get into the habit of turning energy using devices off when not using them - TVs, lights, games consoles, etc are easily left on when not in use.

Heating guides

You should have been given a guide to operating your heating system when you moved into your property. If you require a replacement then your Housing Officer will be able to help with this.

For further energy advice and support contact Robert Leslie, Energy Officer, on 01856 875253 ext 404 or email robert.leslie@ohal.org.uk

New Staff

We recently welcomed new staff members to the Association:



Dean Campbell came on board as Building Services Manager.

Dean graduated with distinction in Architectural Technology & Buildings Performance (MSc) and worked in Glasgow before returning to Orkney. He spent 7 years as a Planning Officer with OIC so brings a lot of transferrable skills and knowledge to the role.



Kirstin Mackay has joined as Director of Finance.

Kirstin began her finance career in Orkney before gaining a Bachelor's degree in accounting at Edinburgh Napier University then self-studying to qualify as a Chartered Accountant. She enjoyed an interesting and fast-paced career in banking and financial services before returning to Orkney, bringing a wealth of experience and knowledge to her new role with OHAL.



Alison Rothnie has become our first Trainee Finance Assistant.

She recently completed an Open University Accounting course, passing with distinction, and will be studying for her AAT Level 7 Accounting at Orkney College as well as 'learning on the job'.

MEET OUR CUSTOMER SERVICES TEAM

Headed by Alan Sim, our Customer Services Team provide front line customer services, process housing applications, repairs requests and payments from customers, as well as recording and logging expressions of interest in vacant properties.



Jenny Simpkins
Repairs & Customer
Services Assistant

Phone Direct:
875253 ext 510

Email:
jenny.simpkins@ohal.org.uk



Alan Sim
Senior Housing Officer
(Customer Services)

Phone Direct:
875253 ext 505

Email:
alan.sim@ohal.org.uk



Paul Dennison
Customer Services
Assistant

Phone Direct:
875253 ext 507

Email:
paul.dennison@ohal.org.uk



Mhairi Shaw
Trainee Housing &
Allocations Assistant

Phone Direct:
875253 ext 506

Email:
mhairi.shaw@ohal.org.uk

WE'RE HERE
TO HELP

JUST GET
IN TOUCH



Alanna Smith
Modern Apprenticeship
Trainee

Phone direct:
875253 ext 509

Email:
alanna.smith@ohal.org.uk

Helping You Sustain Your Tenancy

As the impact of the cost-of-living crisis increases, our Housing Staff are continuing to work hard behind the scenes to assist those tenants experiencing difficulties with living costs.

This could be by making sure you are aware of and able to claim financial help, or by talking to you about other forms of support that might help you.

It is important to contact the housing team on 01856 875253 or via enquiries@ohal.org.uk, if the current cost of living pressures are impacting you. We can help you with funding for fuel bills, housing costs and food, and can visit you to talk about what other help you may be able to receive.

Please don't feel alone and worried this winter. We are here to help.

MEET OUR HOUSING MANAGEMENT TEAM



Emma McConnachie
Senior Housing Officer
(Housing Management)

Phone Direct:
875253 ext 502

Email:
emma.mcconnachie@ohal.org.uk



Robert Leslie
Energy Officer

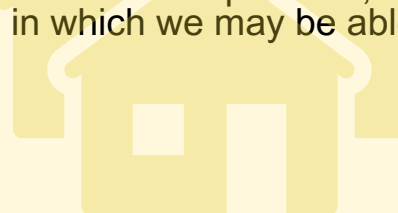
Phone Direct:
875253 ext 404

Email:
robert.leslie@ohal.org.uk

Our Housing Management Team comprises three Housing Officers and an Energy Officer, and is led by Senior Housing Officer, Emma McConnachie.

The Team provides tenancy support to potential and existing residents and conduct settling in visits with new tenants.

If you're struggling with paying your rent or other bills, we would **always** encourage you to get in touch with us **as soon as possible**, as there are lots of ways in which we may be able to help.



Robert has been assisting tenants since 2010 with all aspects of energy efficiency and usage.

This service has always been in demand and due to the current costs of energy and heating it has never been more essential.

Robert can discuss your circumstances and make sure that you are accessing any additional funding to help with the cost of heating your home.

To contact your Housing Officer direct, see their contact details on the next page. If you're unsure who your Housing Officer is, check the lists under their names and get in touch.

Your Housing Officers



Donna Wilson
Housing Services Officer

Phone Direct:
875253 ext 504

Email:
donna.wilson@ohal.org.uk

Bosquoy Road, Kirkwall
Burgar's Bay, Kirkwall
Citadel Crescent, Stromness
Citadel Drive, Stromness
Copinsay Shore Station, Stromness
Coplands Drive, Stromness
Firth Flats, Kirkwall
Greenfield, Toab
Greenvoe, Stromness
Hamnavoe, Stromness
Hillside Park, Stromness
Hillside Road, Stromness
Johnston's Road, Rousay
Kirk Park, Orphir
Liberator Close, Kirkwall
Liberator Court, Kirkwall
Liberator Drive, Kirkwall
McLeod Drive, Kirkwall
Meadow Crescent, Kirkwall
Meadow Drive, Kirkwall
Meadowbank, Kirkwall
Meedoo, North Ronaldsay
Pentland Skerries Shorestation, Strom
Robertson Loan, Kirkwall
Rope Walk, Kirkwall
Sands Park, Deerness
Skaill Road, Kirkwall
Stroma Shorestation, Stromness
The Crafty, Kirkwall
The Mound, Kirkwall
Verhus, North Ronaldsay
Walliwall Place, Kirkwall
Walliwall Road, Kirkwall
Yorston Drive, Stromness



Samantha Thacker
Housing Services Officer

Phone Direct:
875253 ext 508

Email:
samantha.thacker@ohal.org.uk

Buckles Road, Finstown
Clouston Comer, Stenness
Daisybank, Quoyloo
Douglas Loan, Kirkwall
Dunnet's Close, Kirkwall
Flett's Corner, Finstown
Flett's Park, Dounby
Glaitness Court, Kirkwall
Glaitness Park, Kirkwall
Grimond Place, Finstown
Grimond Road, Finstown
Grimond Square, Finstown
Grimsetter Drive, Kirkwall
Grimsetter Place, Kirkwall
Howanbrek, Westray
Isbister Road, Kirkwall
Islands View Road, Kirkwall
Jewadale Drive, Finstown
Jib Park, Finstown
Kiln Corner, Kirkwall
King Harald Kloss, Kirkwall
Marwicks Brae, Dounby
Millbank, Shapinsay
Neuketineuks, Kirkwall
Parkhead Gardens, Finstown
Parkhead House, Finstown
Queen Sonja Kloss, Kirkwall
Quilco, Dounby
Seafiel, Finstown
Sutherland Court, Kirkwall
Sutherland Park, Kirkwall
Sutherland Place, Kirkwall
The Fidges, Stenness
Wasdale Crescent, Kirkwall



Mark Stillwell
Trainee Housing
Services Officer

Phone Direct:
875253 ext 503

Email:
mark.stillwell@ohal.org.uk

Barnhouse, Burray
Breckan Brae, St Mary's, Holm
Easdale Close, Kirkwall
Eunson Kloss, Kirkwall
French Road, Lyness
Graeme Park, Holm
Laird's Road, Burray
Langskaill Place, Kirkwall
Lynn Crescent, Kirkwall
Lyron, Rendall
Mackenzies Drive, Kirkwall
Mackenzies Park, Kirkwall
Mackenzies Place, Kirkwall
Marengo Road, St Margaret's Hope
Pickaquoy Loan, Kirkwall
Pickaquoy Place, Kirkwall
Sommerville Square, Kirkwall
Storehouse Place, St Mary's, Holm
Taftingus Place, St Margaret's Hope
Upper Waston Road, Burray



Watson Close, Kirkwall
Watson Drive, Kirkwall
Watson Park, Kirkwall
Watson Place, Kirkwall

MANAGEMENT COMMITTEE

We were delighted to welcome two new members to our Management Committee this year. Mary Ann Lewis and Kate Hayes bring a range of skills and knowledge to Committee and we look forward to working with them both.

Mary Ann Lewis

I joined the OHAL Management Committee in Summer 2023.

Retiring from Nursing after 50 years, has given me the opportunity to contribute to the community in which I have lived and worked for 35 years. Latterly in my career, I was the Senior Nurse Manager, Occupational Health and Safety, within NHS Orkney. I was involved in staff and contractual health and safety, risk management, staff health fitness for work and policy development - skills and knowledge I hope will be useful in the role as a Management Committee member.

I enjoy spending my free time with my grandchildren, crafting, baking and walking.



Kate Hayes

I am a chartered surveyor and have spent nearly 40 years in the construction industry. I came to Orkney after 17 years in Wester Ross, to work at UHI Orkney where I'm currently the interim Assistant Principal. I hope to use my experience to help the Association to continue to develop new housing for the people of Orkney.

In my free time, I like sewing, knitting and eating too much of Orkney's fantastic food!



Are you interested in supporting those within our community and the provision of affordable housing?

You could make a valuable contribution to our Management Committee, working with other like-minded individuals, setting strategy and making important business decisions.

Our Committee Members give their time for free and attend 6-10 meetings per year plus some training and networking events, both within and out with Orkney. All reasonable expenses are reimbursed.

Would you like to find out more about the work of our Committee, and possibly become a Committee Member yourself?

For further information or an informal chat please contact Mhairi Hughes: mhairi.hughes@ohal.org.uk, 07739326922



COMPLAINTS & COMPLIMENTS

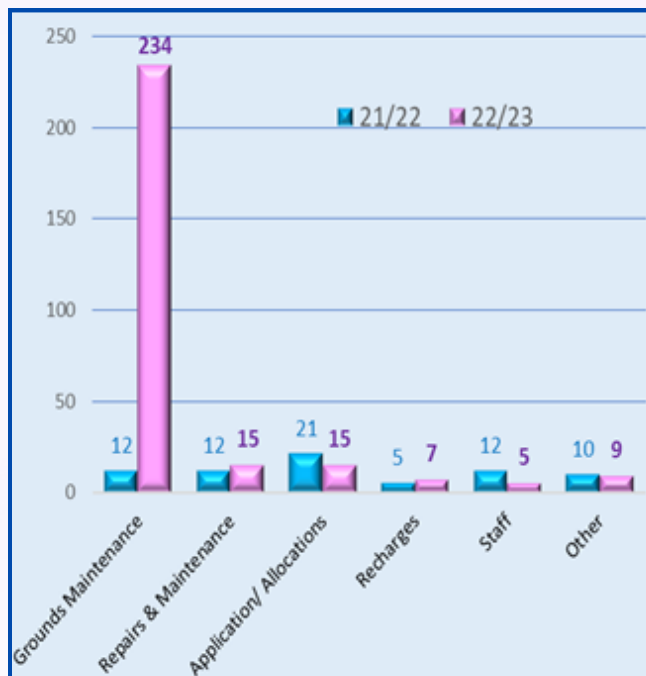
During the year to 31 March 2023, we recorded 285 complaints:

280 Stage 1 and 5 Stage 2.

This is an increase of 213 since last year. The majority of complaints (234) were regarding garden & grounds services.

How did we respond to the complaints?

- 96% of complaints were completed on time (94.4% last year).
- We upheld 163 (57%) of complaints (47% last year).



Compliments

It is always nice to receive compliments and during the year to 31 March 2023, we received 264 compliments (last year 192). These have been broken down as follows:

OHAL Tradesman Team	129
Repairs & Maintenance	62
Care & Repair	57
Services (general)	14
Grounds Maintenance	2

I received a ramp from my front door to street level, now there are no steps, I have my independence back and can leave the house. I am very, very happy - all aspects of this project were taken care of on my behalf. Thank you.
(Care & Repair client)

Fantastic service, repair completed within 24 hours of reporting it. Contractors very respectful & tidy & completed repair very quickly.

The workmen are very efficient & quick with the repairs that they do. I appreciate every one of your workers for the work that they do.

We are satisfied with everything, especially the ramp outside and the one in the hall and all the handrails. Everyone has been so helpful, Thank you all!
(Care & Repair client)

Thanks for the newsletter – looking really good and lots of information for tenants, especially those who are struggling. It was great to see the handover photos too. Please pass on my thanks to everyone involved in putting Rooftops together.

Are you happy with our service?

We aim to provide an excellent service at all times but recognise that there may be occasions when people are not happy with something we have done or failed to do. If you are unhappy with the level of service we have provided please let us know so that we can consider your comments and resolve the problem as quickly as possible.

If you wish to make a complaint about a service you have received there are 2 stages involved:

Frontline Resolution (Stage 1): Contact the person with whom you were dealing and see if it can be sorted out informally;

Investigation (Stage 2): This is for complaints that have not been solved at Stage 1 or are complex and require further investigation.

After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

The SPSO can be contacted at www.spsso.org.uk or 0800 377 7330

Our Complaints Handling Procedure is available on the website or from the office on request.

SPSO



The Scottish Housing Regulator is an independent regulator of Registered Social Landlords (RSLs) and local authority housing services in Scotland. They were established on 01 April 2011 under the Housing (Scotland) Act 2010, and have one statutory objective, to:

"safeguard and promote the interests of current and future tenants of social landlords, people who are or may become homeless, and people who use housing services provided by registered social landlords (RSLs) and local authorities".

They regulate social landlords to protect the interests of people who receive services from them. They do this by assessing and reporting on:

- how social landlords are performing their housing services;
- RSLs financial well-being;
- RSLs standards of governance.

Further information on the Regulator can be found on their website:
www.housingregulator.gov.scot/

