

# Housing Brief

Advising and supporting our tenants to enjoy their homes

## Spring is in the air

During 2024 our gardening team were busy putting colour into areas which otherwise may have been dull and uninviting. This low cost initiative has involved growing flowers from seed in our poly tunnel, planting out in either baskets or tubs and letting nature do the rest. The plants were chosen specifically to encourage bees and butterflies too. Not only is this good for the environment and wildlife, it is acknowledged that gardens and green spaces are associated with better physical, social and mental health.

Residents benefitting from this initiative are only required to water the plants and then sit back and enjoy the colour and scent. If you would like to learn more or would like to nominate an area for a splash of colour with some of our tubs or baskets, please contact us, our details can be found at the back of this briefing note.



## Apprentice week 2025

On Monday 3rd of March, Jenny and Siobhan were invited by Developing the Young Workforce West Highland, to visit Lochaber High School, to tell 4th year students about the Association. The presentation gave pupils the background as to the why and how the Association was formed, and the important part that we continue to play in sustaining communities, by providing housing.

Over the years, the Association has supported many young people begin their careers by offering both administration and building trade apprenticeships. Siobhan was able to give the students an insight into her journey with the Association, which started in 2017 in a trainee role before securing a permanent position in 2020. Siobhan has continued her career progression completing a HR qualification in 2023.

Jenny commented "It was lovely to be invited to the event and to meet the students. Our presentation was hopefully well received, our wish for the day was to reiterate the range of opportunities that the Association offers young people."



## Lochaber Care & Repair win Team of the Month

Lochaber Care & Repair were nominated for and subsequently won the local NHS initiative for Team of the Month for 2025. The award invites staff to nominate teams both internal and external, who go above and beyond to help NHS services and patients across Lochaber.

Lochaber Care & Repair were one of the nominees for January and won by an overwhelming majority. LCR Manager Maureen Cameron said "We are delighted to accept the award; all of the team work hard to support our clients".



Ava and Bethany

LHA would like to welcome our new Housing Services Manager, Isla Gray. Isla, comes with an immense knowledge of housing management and previous experience of the Association.

We would also like to welcome Ava Weir who has joined us as a Customer Service trainee. Ava will participate in a 2 year trainee role working in both Customer Services and Asset Management departments and at the same time she will undertake a formal qualification.

Following the conclusion of her 2 year trainee role, we are delighted to announce Bethany Chisholm has accepted a permanent contract to continue in the Customer Services department but will also be working with the housing management team to expand her knowledge of the Association.

Jenny MacKay said "Bethany has worked hard over the last 2 years and we are delighted that she has decided to progress her career with the Association".

February was Go Red for Heart Month with the British Heart Foundation (BHF). LHA staff stepped up to the challenge, raising £83.50 for our local BHF branch, with a day of wearing red, a raffle and heart themed quiz. BHF fund over £100 million of lifesaving research into heart and circulatory diseases each year. For more information and how you can support BHF, please visit: <https://www.bhf.org.uk>



We have also recently held a very successful baking day and raised a whopping £120 in support of MND Scotland. MND Scotland focus on making time count for people with MND, and the loved ones supporting them. For more information and how you can support MND Scotland, please visit: <https://mndscotland.org.uk>

## Reporting Repairs

The easiest way of reporting a repair is by using the online Report a Repair Tool on our website:

<https://www.lochaberhousing.org.uk/report-repair/>

Alternatively, you can log your repair via your My Home Account:

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

Maintenance Department:

**01397 703165** during office hours

If you experience an emergency repair out with office hours you need to call the out of hours emergency switchboard on: **01349 886691**



## Annual Rent Review

Thank you everyone who took the time to respond to our recent rent consultation, all those who contacted us will have received a personal response from us.

All names were entered into a draw and we are pleased to announce that Christina O'Neil received £100.