

# Housing Brief

Advising and supporting our tenants to enjoy their homes

## AGM 2025

The Association held its annual general meeting in Caol Community Centre on the 21<sup>st</sup> August. The formal business was chaired by Andrew Carr for the final time. Andrew has been in post for five years and in line with our rules is required to step down as chair at the end of a five year period. His successor will be appointed in October.

Andrew gave an overview of the work of the Association over the past year, including the challenges we have experienced as we push forward to deliver affordable housing throughout the area. He reiterated that our strategic objectives are to not only develop new properties, but also to maintain a high standard of maintenance and repair in our current homes. Where possible we are continuing to provide energy efficiency measures to support our tenants and we have a cyclical maintenance programme in place, which ensures that we prioritise the health and safety of our tenants and their homes. MacDonald & Cameron were also introduced as our new development agents.

The AGM was preceded by an information session for our tenants to allow them to meet our Board and receive advice from staff at the Association and our Handyperson Service, as well as other partner agencies including ALIenergy.

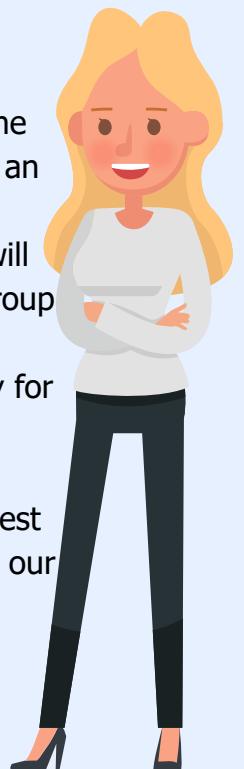
Andrew finished with a thank you to all staff, board members and all partner agencies that we work with.



## Introducing...

We would like to introduce Kat Higgins who has recently joined the Association. Kat comes to us with an extensive IT and housing management background which will support both staff and the LHA Group to achieve our aim of becoming a digital first organisation and ready for new technologies as they become available.

We look forward to how we can best develop digital inclusion, ensuring our tenants have the support and resources needed to bridge the digital divide, and access the benefits of technology.



We're asking all tenants  
to complete our

# Pet Friendly Housing Survey

-  We want to hear from you, whether you are a pet owner or not
-  Complete before 15<sup>th</sup> September and make your views known!
-  Visit: <https://bit.ly/Dogs-Trust-Survey> or scan the QR code



Body



## Garden Competition Winners 2025

At the start of the summer we invited our tenants to participate in our annual gardening competition. While we had less entries than we had hoped for, nonetheless the standard of those who entered were very high as always.

On the 22<sup>nd</sup> July, our judges Christine Morrison, a member of staff and keen amateur gardener, and Barry Hamilton our Senior Grounds Caretaker (and also behind our current initiative to get tenants involved with caring for plants in their area), visited the entrants gardens.

Best Garden was awarded to Martyn Calam of Old Banavie Road. Martyn also picked up the runner up prize for best vegetable patch. Best Tubs/Pots and Baskets was awarded to Malcolm Hughes of Mossfield Drive.

Congratulations to them both!



Best tubs/pots and baskets winner



Best garden winner

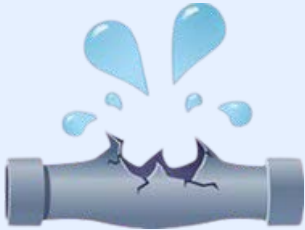


Margaret Moynihan with our winners Martyn Calam and Malcolm Hughes



## Is my home insured?

The structure of your home is covered by a Building Insurance Policy, which is paid for by the Association. However, the Association is not responsible for insuring the contents of your property and your possessions. This means that if there is a fire, flood or theft whatever the circumstances, the Association will not be liable to replace your belongings.



We strongly advise you to take out contents insurance so that if the worst happens the insurers would cover the costs for you. We understand that in these tough economic times you might be looking to save as much as you can from your weekly outgoings, but imagine if your house was flooded or burnt and you were left with nothing. How would you begin to replace everything?

## How do I Arrange Contents Insurance?

Thistle Tenant Risks provides Scotland's Social Housing Tenants with home contents insurance specifically designed to meet your needs. Over 170 social housing providers in Scotland support the Thistle Tenant Risks Home Contents Insurance Scheme, with over 8000 tenants covered.

Visit: <https://www.thistletenants-scotland.co.uk> or speak to your Housing Officer who can help you complete an application pack.

## Insuring the contents of your home costs less than you may think

## Tenant Consultations

We have recently consulted **Your Voice** members about the Equality, Diversity and Inclusion (EDI) Strategy and had some really helpful responses:

- **90%** say they have a better understanding of EDI after reading the Strategy
- **89%** agreed that it was presented in a clear and concise manner



In the next couple of months we will also be seeking your views on our Annual Report Tenant Talk, our new Corporate Communications Strategy and the website one year on from its launch. To find out more and see the results from completed consultations, please visit: <https://www.lochaberhousing.org.uk/tenant-participation-and-engagement/>

We are committed to ensuring that all our tenants have the opportunity to get involved, when and how they want. Your Voice is an opportunity to let us know what you think about changes to policies and procedures and what you would like to see improved. It means that you are able to shape the service in the future and to make a difference to what the Association does.

Please take these opportunities to get involved, be heard and help shape your housing future. More information can be found on our website or by contacting your Housing Officer:

Website: <https://www.lochaberhousing.org.uk/your-voice/>

Email: [housingmgt@lochaberhousing.org.uk](mailto:housingmgt@lochaberhousing.org.uk)

# The RTS Phase-out has started

## Has your meter been changed yet?

The phase out of the Radio Teleswitch signal started on 30 June 2025. The Radio Teleswitch Service (RTS) uses a radio signal to tell some older electricity meters when to switch between peak and off-peak rates. RTS is used for some traditional multi-rate meters and was designed to support those who use electricity for their heating and hot water. This may include those who use electric storage systems, panel heaters or immersion heaters in water tanks – some of which typically charge up overnight.



If you have an RTS meter and have not yet had it changed, you must contact your energy supplier immediately. Details of all suppliers can be found here: <https://bit.ly/Ofgem-RTS-Support>

If you require any assistance, please contact our Asset Team on:

Email: [assetmgt@lochaberhousing.org.uk](mailto:assetmgt@lochaberhousing.org.uk)

Telephone: **01397 702530**

## Equality, Diversity and Inclusion

### What it means to you

Because we are a Registered Social Landlord, the Scottish Housing Regulator requires us to collect equalities data about our tenants. This means that we can make sure we tailor and provide our services in a way that they work for everyone in the community. We have asked a company called Research Resource to survey all of our tenants and ask for this information.



Research Resource will not share any information with us that will link the data to any individuals or their tenancies. It will be entirely confidential and anonymous. Research Resource will be contacting all of our tenants in September to carry out the survey, and we'd be grateful if you could take part. Having this information will allow us to better understand your needs and improve our services with this in mind.

## 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: **0141 473 2710**

