LOCHABER HOUSING ASSOCIATION

NOVEMBER 2026

Housing Brief

Advising and supporting our tenants to enjoy their homes



Reporting Repairs is now easier than ever..

If you have to request a repair, the easiest way is to use our simple **Request a Repair Tool** on our website, or via your **My LHA Self-Service Account**.

If you aren't' able to use these methods, then phoning up to request a repair has just got easier.

Now you only have one number to remember, so whether its during office hours or the middle of night, telephone **01397 703165**.



Are you winter ready?

Are your prepared for emergencies? With the colder weather fast approaching, now is the time to make sure you are ready for the winter and have a Home Emergency Plan in place.





Our website has lots of useful guidance to help you prepare for winter. You can also download the Scottish Government's **Home Emergency Plan**, which you should keep handy.

Visit: **Cold Weather and Frost Alert Advice** and **Ready for Winter** - The Highland Council.

Don't get caught out this winter, be prepared.



Staff at the Association are once again in the midst of rehearsing for our annual carol service.

On Thursday 17 December at 2.00pm, we will be singing outside our offices on the High Street in Fort William.

We have been singing for a number of years and have already raised almost £700 for the Save the Children charity.

Pop along and join us!
Please note that the event is weather dependent.

Awaab's Law: helping us keep your home safe



New rules on damp and mould – what you can expect from us

Your home should be a place where you feel safe and comfortable. If you have damp or mould, we want to hear from you so we can investigate and put things right. On 6 October 2026, new rules known as Awaab's Law came into force in Scotland, setting clear deadlines for how we respond to these concerns. The law is named in memory of two-year-old Awaab Ishak, who died following prolonged exposure to mould in his home in England. It is an important reminder of why listening to tenants and tackling damp and mould promptly matters.

What does this mean for you?

If you have a Scottish secure tenancy or short Scottish secure tenancy with us, the new rules apply where the affected part of the building and the repairs needed are our responsibility.

What you can expect from us

Once we become aware of possible damp or mould in your home, we must meet the following maximum timescales:

- Within **10 working days**: complete an investigation, carried out by someone with the skills and experience to assess the problem.
- Within **3 working days** of the investigation ending: provide you with a written summary of our findings.
- Within **5 working days** of the investigation ending: start any necessary repairs if substantial damp or mould is identified.
- Within **20 working days** of starting those repairs: complete the work.

If something beyond our control prevents us from meeting a deadline, we must explain what has been delayed, why, and the revised timeframe. We must also take reasonable steps to stop the problem returning, rather than simply treating the visible signs.

Please tell us if you spot a problem

If you notice mould patches, damp staining, peeling wallpaper or a persistent musty smell, please contact us. You do not need to know what is causing it, or whether it is serious, before getting in touch. Tell us which rooms are affected, when you first noticed the problem and whether it is getting worse. Photographs can help if you are able to share them. Please also let us know about any health concerns or anyone in your household who may be particularly affected, so these can be considered when assessing the problem.

The easiest way to report an issue is to complete the simple online **Damp and Mould Reporting Form**. Alternatively, if you are unable to do this, you can telephone **01397 702530** or email: **assetmgt@lochaberhousing.org.uk**

Please do not wait for damp or mould to get worse before contacting us. By letting us know early and working with us to arrange access, you can help us investigate and tackle the problem.

You can find more information about damp and mould on our **website** and in our **Information Booklet**. If you would like a copy of the Booklet or would prefer to talk things through, please get in touch — we are here to help.

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