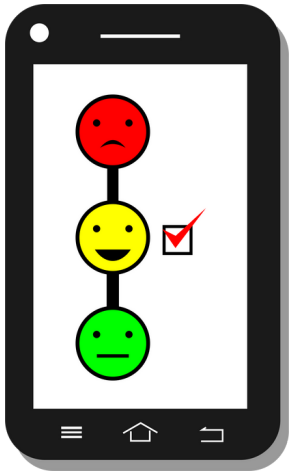


Housing Brief

Advising and supporting our tenants to enjoy their homes

You said, we did...



We are pleased to say that following consultation with **Your Voice**, the Void and Property Standard Policy has now been revised and approved by our Board of Management.

These standards will now feature on any correspondence related to tenancy termination, property conditions, tenancy references, transfers, mutual exchanges and for all new tenants. Thank you to all who participated in this review.

The standards can be viewed on our website:
<https://bit.ly/LettingStandards>

Rent Arrears

You may be aware that the tenancy agreement requires you to ensure that your rent is paid in advance. Our Rent officer will be contacting tenants with arrears balances to encourage them to bring their accounts up to date or have a payment arrangement in place.

Our Rent Officer along with your Housing Officer is there to help any tenant having trouble with paying their rent, and we would encourage you to contact us.



We will be prioritising contact with tenants over the coming weeks where rent is 6-12 weeks in arrears so that we can support you to ensure it does not become unmanageable and require us to consider further action.

Garden Competition



Congratulations to Morven Cameron and Christopher Cairns who are our winners of this year's gardening competition, which was judged back in July.



Morven won best basket, tubs and pots, and also runner up best garden.

Christopher won best garden and best vegetables.

Tenant Engagement and Communication Strategy

Lochaber Housing Association will be in touch soon with those tenants showing an interest in helping us develop our revised Tenant Engagement and Communication (TEC) Strategy. We will be holding focus groups within our communities along with an online session.



The key areas we are seeking to improve is how to communicate better with tenants, both in terms of content and the methods used. We have a diverse age group of tenants and understand that with new technologies now being used, the way in which we communicate should be updated. We also want to set timescales for responding to communications.

The outcomes of these focus groups together with our Tenant Satisfaction Survey responses, will be used to make improvements to the TEC strategy. This is a great opportunity for you to help make a difference and develop the services we provide, in a way that suits you best.

If you are interested in attending one of these focus groups to be held within a community setting, please email our Housing Services Co-Ordinator Brian Pearson on:

bpearson@lochaberhousing.org.uk

Estate Management

As part of our commitment to ensure that our car parking areas are used only for the intended purpose of legally taxed, insured and road worthy vehicles being parked, our Housing Officers will be using stickers to mark all vehicles or items that breach our Tenancy Agreement and Estate Management policy, to notify we are aware and taking action.

We will be advising people that they risk the removal of any vehicle, caravan or other items deemed as being a breach. We would ask any tenants experiencing an issue with this in our communal areas and car parks to contact us via housingmgt@lochaberhousing.org.uk

We would also ask any tenant with an untaxed or un-roadworthy vehicle or caravan stored in LHA parking areas to arrange for their immediate removal.



meet our technical team!

Leigh Dunning, Michael Slezas and Vince Lopez work within our Asset Management department and provide a varied technical knowledge to assist with the management of our properties.



You can contact the Housing team on:

Melody Robinson 07464 829 028

Tony Dickson 07717 684 004

Jin Huang 07554 945 973 or by emailing:

housingmgt@lochaberhousing.org.uk