

Pentland Press Spring 2020

PHA Board Members

Jim Hair, Chair
Colin MacDonald, Vice Chair
Ian McElroy
Elaine Forbes
Colin Earnshaw
Gavin Powell
Mark Whale
Billy Dunbar
Anita Jamieson

PCE Board Members

Colin MacDonald
Gavin Powell
Billy Dunbar
Louise Smith—Independent

Audit and Compliance

Committee

Elaine Forbes
Ian McElroy
Mark Whale
Anita Jamieson
Louise Smith

Staffing Committee

Colin MacDonald, Chair
Ian McElroy
Billy Dunbar
Colin Earnshaw

Board Member Vacancies

PHA and PCE are looking for new Board members.

We are looking for individuals with knowledge in our local community, housing and property management, finance, business development, and social enterprise.

If interested please contact Rachel on 01847 807112 or rachel@pentlandhousing.co.uk

Charity Update

Our last dress down day was held in December, we raised £86 and donated this money towards the Thurso Christmas lights. Our next dress down day is on 27th March, money from this will go towards another local charity.

Our running total since first starting fundraising is £17,540.15. We have reached this sum by holding dress down days, a 70 & 80's disco, sleep outs and contributing towards the Blythswood Shoebox appeal.

PHA and Cairn Housing Associations - Update on Transfer of Engagement Discussions

The Tenant Participation Advisor Service is holding two events in Caithness to give an update on the transfer of engagement discussions with Cairn HA.

We invite you to pop in for a coffee, biscuit and a chat with your independent advisor Lesley Baird from TPAS and Neil Golightly from Cairn HA. It's a chance for you to ask questions and find out a bit more.

Venues

Pultneytown Peoples Project, Huddart St, Wick on 16 March 2020 from 3.00pm to 6.00pm

Pentland Hotel (Main Hall entrance) Princes Street, Thurso on 17 March 2020 from 2.00pm to 7.30pm

Garden Up Keep

We carry out routine garden inspections which identify any garden areas that aren't maintained to an acceptable standard. Should tenants gardens fall below these standards they will be contacted to discuss this matter, in line with their tenancy agreement.

- Be free from litter & household rubbish
- Grass cutting should be done regularly
- Not to be overgrown
- Regularly trim hedges, as they shouldn't grow over neighbouring gardens or public areas.

Office Closures

The office will be closed on Wednesday 1st April 2020 from 9am to 1pm for a staff meeting.

The office will be closed from Thursday 9th April 2020 at 5pm for the Easter long weekend and will reopen on Tuesday 14th April at 9am.

If you have any emergency repairs during these times, please call [07802 930 685](tel:07802930685). This is a mobile number manned by the Maintenance team.

We hope you have a lovely Easter.

Rent Consultation 2020

Our Rent Consultation meetings were held on the 20th and 21st January 2020 to which all occupants and tenants were cordially invited. Feedback from these consultations form part of the decision making process which allow the Board to evaluate their decision regarding the rent levels for 2020/21.

Comments raised regarding our proposals for 2020/21 were presented to the

Board at their January meeting and following consideration, the Board have given their approval to a rent increase of 3.1% to all properties. This is in accordance with our current rent policy and will allow the Association to continue to invest in our existing housing stock through our planned maintenance programme and maintain our current service.

If you currently claim Universal Credit, it is very important that you update your journal

with the new rent level. However, if this year's rent increase has added further pressure to your financial position, you may be entitled to benefits.

The Highland Council offer benefits which are designed to assist individuals or households who are least able to pay for services. Application forms are available at the Pentland Housing Association office, please liaise with your area officer who will assist you to complete the necessary documents.

Dog Fouling

We would like to remind everyone who is responsible for a dog, of the importance of ensuring that they clean up after it. Failure to pick up dog mess can result in a fixed penalty up to £80 or ultimately, in you being charged with committing an offence carrying a penalty up to £1000.

If anyone is aware of an area where dog fouling is a regular occurrence, then we encourage them to report it .



Parking

Please be aware that parking on the pavement and causing an obstruction is against the law and adversely affects people with mobility issues and those walking with children in prams and buggies. In the interest of health and safety please stop parking on the pavements and park vehicles in the proper areas and spaces provided.

Useful Numbers

- Citizens Advice:
 - Thurso: 01847 894 243
 - Wick: 01955 605 989
- Fire and Rescue: 01463 240 999
- Gas Freephone: 0800 111 999
- NHS 24: 111
- PHA Office: 01847 892 507
- PHA Emergency mobile: 07802 930 685
- Police Scotland: 101
- SEPA Floodline: 0345 988 1188
- SEPA Pollution: 0800 807060
- Scottish and Southern Electric: 0800 300 999
- Scottish Water: 0845 601 8855

Tenant Global Survey

Global surveys were issued to tenants and from the ones we received back, tenants were entered into a prize draw. Below are our winners.

Mrs Susan MacColl won £100 voucher for Tesco

Ms Karen Smith won £50 voucher for Tesco

Mr Alan Cooper and Ms Audrey Elder won £50 voucher for Tesco

Our Housing Officer Gael presented these prizes in recent weeks.



Tenant Review Group

Our Tenant Review Group needs you!

Being involved in the tenant review group allows you to scrutinise any of our services and suggest improvements for the benefit of yourself and others as our tenants. Our meetings are held in our offices on a quarterly basis and we have a chat and a cup of coffee, all quite informal and the meetings usually only run for an hour or so. Therefore please come along, if you would like more information or to come along to our next meeting please contact Dylan McLeod on dylan@pentlandhousing.co.uk or call 01847 892507.

Anti-Social Behaviour

Pentland Housing Association although recording all reports of anti-social behaviour still have significantly less reports of anti-social behaviour than our peers. We are also well above the national average for resolving cases within our local targets so will be looking to maintain this level in coming year. For further information and figures please see our Annual Report.