

Pentland Press – Winter 2019

PHA Board Members

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

PCE Board Members

Colin MacDonald
Gavin Powell
Billy Dunbar

Audit and Compliance Committee

Elaine Forbes
Ian McElroy
Mark Whale

Anita Jamieson
James Higney

Staffing Committee

Colin MacDonald, Chair
Ian McElroy
Colin Earnshaw
Billy Dunbar
James Higney

New staff

We would like to welcome Mike Hammerton as our new Handyperson who started with us in June. We wish him the best of luck in his new role.



Charity Update

Our last dress down day was held in August, we raised £90 and donated this money towards the Caithness Drug and Alcohol charity. Since then we have been collecting for the Blythwood Shoe Box Appeal and made up 14 boxes. Our next dress down day is on 20th December, money from this will go towards another local charity.

Our running total since first starting fundraising is £12340.65. We have reached this sum by holding dress down days, a 70 & 80's disco and sleep outs.

Options Appraisal

Pentland Housing Association and Cairn Housing Association are currently working through the Due Diligence process, where each association collates and reviews legal and financial information. We're aiming for a completion date of the Due Diligence process in January 2020.

A joint Pentland Housing Association and Cairn Housing Association Board Steering Group Meeting has provisionally been set for February 2020 in order for us to commence the Business Case.

Tenant Consultation Meetings have been set for March 2020 in Thurso and Wick – both being facilitated by Tenant Participation Advisory Service (TPAS) - Dates to be confirmed.

Our New Website

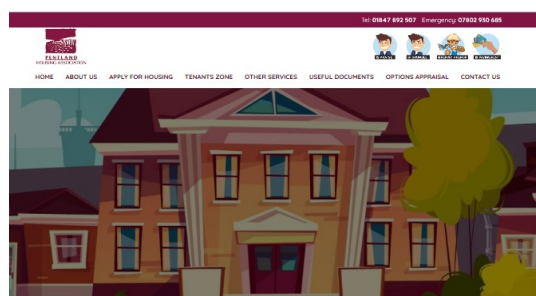
We have been working hard to update our website and make it more modern and user friendly.

We are delighted to let you all know that this is now complete, and we hope you like our new website as much as we do!

If you haven't already seen it, you can view it by following this address:

www.pentlandhousing.co.uk

You can let us know what you think about it by using the praise and grumble buttons at the top of the page.



WELCOME TO PENTLAND HOUSING ASSOCIATION LTD

Pentland Housing Association is the leading provider of housing in Caithness and we currently manage 498 properties in the area. However, there's so much more to our organisation than just providing good quality, affordable housing and we increasingly see part of our role in the community as being one which helps develop employment opportunities and economic growth.

However, we never lose sight of our original aims as purely a housing association, and indeed we continue to strive to always provide first class service to our tenants.

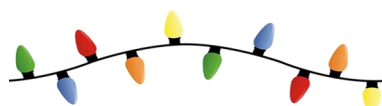
To read about our performance, please [click here](#) which will take you to the Scottish Housing Regulator website, where you can see how Pentland Housing Association is performing.

Office holiday closure times and emergency contact details

The office will be closed from 12:30pm on Tuesday 24th December 2019 and will re open at 9am on Monday 6th January 2020.

If you have an emergency repair while the office is closed, please call **07802 930685**. This is a mobile managed by Pentland Housing staff.

We would like to thank our customer's, contractors and staff, and wish you all a very Merry Christmas and a Happy New Year!



Modern Apprenticeship to Trainees

Since beginning our post as Trainee Administrators, we've had the opportunity to work with each department, including PCE and the Handy Person services. We have been given additional projects to work on and have been given responsibilities from team members. Our college course began on 9th September and we were invited to carry out an induction day in order for us to be enrolled into all the necessary modules and have access to course materials. In semester one, we are due to complete Digital Marketing Communications and Business Accounting. Our course officially started on 16th September where we were introduced to preparing Income Statements for a business and to the different tools used in Digital Marketing.



Complaints and Compliments

We welcome feedback, both positive and negative, as it helps us to develop and improve our services.

Compliments and feedback

We want you to let us know by phone, email, surveys, and letter or face-to-face what you thought of the service you received. We are especially delighted to hear when we have got things right.

If you want to provide feedback please:

- Call **01847 892507**
- Write to Pentland Housing Association

Or [complete our online feedback form](#)

Complaints

We aim to get things right first time and want you to tell us when we don't. Complaints help us monitor our services so we can improve our performance.

Please tell us if:

- We fail to provide a service or if there is a delay in providing it
- We provide a poor service
- You experience unfairness, prejudice or discrimination
- We breach our policies or procedures

Information Update -

Stage 1 and 2 Complaints Logged to 30/9/19 – 100% all resolved on time.

Christmas Debt

Are your benefits reduced/stopping because of changes to the benefit system?

Are your debts increasing?

If yes to any of the above don't hesitate to ask for advice. We can refer you to our Money Advice Worker, Jennifer Harvey, to give you specialist advice.

GDPR & Freedom of Information

GDPR & FOI went live on 11 November!

Freedom of Information (FOI) law will give you the right to receive information about the housing services we deliver to you as your landlord. To receive information all you need to do is ask by making an FOI request.

We must respond to you within 20 working days of receiving your request and, unless the information is exempt, we must disclose it to you. We may charge you a fee for providing you with this information.

When making your request, please keep the following in mind:

- Your request must be in writing or other permanent format so that we can refer to it in the future. Happy to accept requests by email, letter or audio format. We have blank (FOI) sheets in the office if you prefer to come in. We are also willing to accept telephone requests, we will take a note of the request and read it back to you. When giving your request please describe it clearly and briefly. This then allows us to respond back quicker without having to contact for further clarification.
- Include your full name and address so we can respond to you with the information you requested. If you sent your request by email please put your email address at the bottom (we don't need your post address).
- If you would like the information provided to you in a specific format e.g. electronic or paper please let us know, we will try our best to accommodate it.
- Send your request to anyone at Pentland HA, including our Data Protection Officer, Daradjeet Jagpal. Daradjeet can be contacted by: e-mail at pentland-dpo@infolawsolutions.co.uk; telephone on 07397 796 655; or writing to: The Data Protection Officer, Pentland Housing Association Limited, 37-39 Traill Street, Thurso, KW14 8EG.

Christmas Lights

- Check Christmas light plugs are fitted with correct fuse.
- Don't overload extension leads.
- Check smoke alarms are working.
- Check your Christmas lights are not damaged or broken before use.

Useful Numbers

- NHS 24: 0854 988 11 88
- Scottish Water: 0845 601 88 55
- Citizens Advice:
 - Thurso: 01847 874 243
 - Wick: 01955 605 989
- Fire and Rescue: 01463 240 999
- SEPA: 0845 988 11 88
- Scottish and Southern Electric: 0800 300 999

