



Pentland Press Winter 2020



PHA Board Members

Jim Hair, Chair
 Elaine Forbes
 Mark Whale
 Billy Dunbar
 Anita Jamieson
 Kenny Green
 Gordon Campbell
 Alistair Steele
 Caroline O'Donnell
 Martin Johnston

PCE Board Members

Louise Smith, PCE Independent
 Billy Dunbar
 Gordon Campbell
 Allan Thomson, Independent
 Kirsty Gordon, PCE Independent
 Alistair Steele

Audit & Compliance Committee

Mark Whale, Chair
 Anita Jamieson
 Louise Smith
 Elaine Forbes
 Gordon Campbell
 Martin Johnston

Staffing & Governance Committee

Kenny Green, Chair
 Mark Whale
 Billy Dunbar
 Caroline O'Donnell

Heat & Smoke Detector Programme

Our contractor, G Anderson, will not be carrying out any works under this ongoing project at properties between

Tuesday 22 December 2020 and Friday 8 January 2021. Appointments will resume the following week.

COVID-19 Information

Pentland Housing Association's office premises remains closed to the public until further notice in line with Government advice.

We apologise for any inconvenience this may have caused however our priority is to ensure the health, safety and well being of our staff, tenants and clients. While our office is still closed our staff are working in the background to a continue to provide our services, however this may result in slight delays in responding to e-mails and/or telephone calls.

Please visit our website www.pentlandhousing.co.uk for further updates.

Christmas Competition

This year, Pentland Housing Association are running a Winter raffle for all of our tenants. All properties will be entered into the draw and will be chosen at random, with the chance to win one of ten Tesco vouchers at £20 each.

Look out for the lucky winners in our Spring 2021 Newsletter!



Charity Update

This year has been difficult for so many people, so Pentland Housing Association are participating in several fundraising activities before Christmas.

We will be participating in the annual Christmas Jumper day on 4 December 2020 with all funds raised going to the Thurso Christmas Lights fund.

As well as this, staff are donating goods and presents to the Thurso Food Bank and Caithness FM Annual Toy Appeal.

Office holiday closure times & emergency contact details



The office will be closed from 12:30pm on Thursday 24 December 2020 and will re open at 9am on Tuesday 5 January 2021.

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!

Keeping in Touch & Look Out for your Neighbour

Now that Winter has arrived, we want to ensure that all our tenants are managing with the current restrictions they are facing and to let them know that we are here if ever you'd like to have a 'wee chat' or be signposted to any support group or service that you think may be beneficial to you—remember, we're only a call away.

Please call the office on **01847 892507** and this can be done for you.

In these challenging times, it's good 'to be a good neighbour' and to check on each other.

Check to see if they have enough food and medication to prevent them from having to make un-necessary trips out, or help to put their wheelie bins out so there's no risk of slipping on icy patches—being a good neighbour costs nothing!



Tenant Participation

Pentland Housing Association are looking to form a tenant participation group who will be invited to attend virtual meetings with our TPAS Representative, Lesley Baird. The meetings will give you an opportunity to discuss and provide feedback on the potential partnership between Pentland Housing Association and Cairn Housing Association.

If you are interested in becoming a member of the group, please contact Gael McCaffery on either 01847 807 109 or gael@pentlandhousing.co.uk for further information.

Office Closure Dates

Staff meetings/training are 9am to 1pm on the following dates:

9 December 2020

3 February 2021

31 March 2021

We apologise for any inconvenience this may cause.

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

Board Recruitment

After a successful Board Member Recruitment process PHA would like to welcome the below members to the PHA and PCE board as below:

Gordon Campbell – Casual vacancy

Caroline O'Donnell – PHA Co-optee

Martin Johnson – PHA Co-optee

Alistair Steele – PHA Co-optee

Kirsty Gordon – PCE Independent

Allan Thompson - PCE Independent

For further information please visit our website.

Winter Tips

- To help reduce condensation, try as best as possible to maintain an even temperature within the property, opening internal doors to allow the heat to circulate and using draught excluders where necessary.
- Turn off any outdoor water supplies to reduce the risk of the pipes bursting.
- Ensure everyone in the house knows where the electricity and water supply is in the event that it needs to be turned off/on.
- Have the Pentland Housing Association emergency contact number handy, just in case.
- To stay nice and warm during the colder months, its better to wear multiple thin layers rather than one thicker layer.
- Have a box of essentials, such as blankets, torches and candles prepared in case of any power cuts.
- Watch your footing when walking on icy surfaces—use salt or sand to defrost this **NOT** water as this may re-freeze and turn to black ice.
- Secure or store any garden furniture or outdoor toys to avoid them being damaged or blown away.