

Pentland Press

Summer 2017



Emergency Out of Hours Service
Phone 07802 930 685
www.pentlandhousing.co.uk

Pentland Press

Pentland Housing Association Ltd
37-39 Traill Street
Thurso

Caithness
KW14 8EG

Tel: 01847 892507

Email:
pha@pentlandhousing.co.uk

Web:
www.pentlandhousing.co.uk

A registered Scottish Charity
SCO 0037286

This Newsletter is available
in a variety of different
formats, contact the office,
for further details.

Chief Executive's Letter

Welcome to our Summer 2017 Edition of Pentland Press.

The newsletter is prepared for our tenants, customers, members and stakeholders.

I hope you find it interesting and informative. Please let us know if there is anything you would like included in future editions.

We are planning our walk-about in late Summer time. We had to delay our initial timescale but, are keen to visit as many homes as possible involving staff from throughout the organisation and are looking forward to meeting you and hearing your thoughts.

(For further details about the Global Survey please see page 6)



Richard Armitage
Chief Executive

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Policy Consultation



Please contact your Housing Officer (see page 5 for contact details) or Corporate Officer (see above) if you would like to comment on any of the above Policies.

Office Opening Hours:

Monday to Friday — 9.00am to 5.00pm (37-39 Traill Street) and 9.00am to 2.00pm (41 Traill Street)

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Come along to the AGM

Wednesday, 20 September 2017 | 6:00 pm | **WEIGH INN, SCRABSTER**

We are happy to have a guest speaker, as well as a quiz, with prizes for all Association members who attend the evening.

Please note: If you are unable to attend the AGM and you are a member of the Association you **MUST** send your apologies, according to the Rules.



“Your membership of the Association will end and the Board will cancel your share and record the ending of your membership in the Register of Members if for 5 annual general meetings in a row you have not attended, submitted apologies, exercised a postal vote or appointed a representative to attend and vote on your behalf by proxy.”

Board Members to be Elected at AGM

Read below for more details...

Nominations for election to the Board must be in writing and in the form specified by the Association which must give the full name, address and occupation of the Member being nominated. A Member cannot nominate himself/herself for election to the Board.

Nominations must be signed by and include a signed statement from the Member being nominated to show that they are eligible to join the Board in accordance with Rules 37.4 and 43, and that they are willing to be elected.

Nomination forms can be obtained from the Association and must be completed fully and returned by hand or by post to the Association's registered office at least 21 days before the general meeting (**Wednesday, 30 August 2017**)

For further information please contact one of the following:

Andi Wakeman

Chair

chair@pentlandhousing.co.uk

Richard Armitage

Chief Executive

richard@pentlandhousing.co.uk

Rachel Harness

Corporate Officer

rachel@pentlandhousing.co.uk



Andi Wakeman, Chair

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Keep Scotland Beautiful



Thoughtless dog owners
We're watching you!

9 out of 10 dog owners
clean up after their dog.
Are you the one who doesn't?

Bag that poo, any bin will do.



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 of £80 or ultimately, in you being charged with committing an offence carrying a penalty of £500.

Even if you are not responsible for a dog, but witness someone else who is being negligent, you can do something about it!

To report Dog fouling please complete the online form at http://www.highland.gov.uk/info/1330/street_care_and_cleaning/473/dog_fouling

Please remember dog fouling is dangerous, not to mention unpleasant, so always make sure you:

- **Clean up your dog mess immediately**
- **Dispose of it sensibly**
- **Know where your dog is and don't allow it to wander**

“Research has shown that some dog owners act irresponsibly when they think they're not being watched”

NEW Tenant Suggestion Box

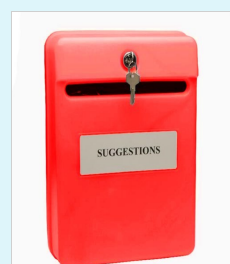
Tenant Suggestion box

It is very important to us at Pentland Housing Association that there are various options available for involving our tenants in our services and their improvement. This new scheme will allow you to share your ideas and provide suggestions for how you think our services can be improved.

At the moment we will offer two ways of making a suggestion, you can simply complete a form and pop it in the suggestion box in our office or email pha@pentlandhousing.co.uk

The procedure for assessing any suggestions received from our tenants will be the same as for our current staff suggestion scheme where a nominated group of staff evaluate each suggestion and if they believe it is of value will put it forward to the Management Team.

Any suggestions received and their outcome will be reported in the following newsletter



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Tenant Participation

What's been happening and what's planned?

We have sent out the full tenant survey and are currently collating the results and looking at the issues raised to see how we can improve our services. Further to this we are still planning to do door to door interviews in the summer to gather your views on our services and get your ideas for improvement.

Apart from this large scale survey we also continuously carry out surveys when new tenants move into one of our properties and on any work that is carried out on your home. We would encourage you to complete these questions as they do help us to identify any problems and try to

rectify them.

We have also issued rent consultation letters and this year have given you more information of the reason for the increase and detail on what we spend your rent money. A clinic was also held in both Thurso and Wick to gather your concerns and comments and these are fed to the board of directors to assist with the decision making process.

The tenant review group are currently investigating the work of our contractors, they are using information they obtained from a survey they carried out last year along with the relevant information from the global survey to help us formulate new work practices to benefit all the tenants,

details of changes and suggested improvements will be given in future newsletters.

What would get you involved and what topics would you like covered?

In the summer we hope to start a new round of presentations on subjects that might be of interest to our tenants, the last one we held was on healthy eating and was very interesting so thank you to those who came along. I would like to cover fire safety and plan to offer this talk in both Thurso and Wick so I will send out notifications as soon as this has been arranged so please come along. I would also very much like to



hear from you with suggestions for topics that would interest you and what would bring you and your friends along so please give me a phone or email me with any ideas.

Contact Carol Treasurer or if you prefer have a word with your area housing officer. Contact details below.



L-R: Yvonne, Fiona, Lisa & Carol

Do you need ANY of the following Debt and Finance Advice?

- One to one support on finance
- One to one support on access to services
- Liaison with debtors
- Setting up arrangements with debtors
- Developing a financial plan
- Attend a Count your Cash day
- Managing rent payments and avoiding falling into arrears
- Managing personal debt

Do you need ANY of the following Energy Advice?

- One to one support on energy advice
- Evaluation of energy use
- Cutting down on energy use
- Finding a cheaper method of accessing energy required

Please contact your Housing Officer and they can organise a referral for you



LOTTERY FUNDED

Housing Officers

Carol Treasurer

01847 807 113
carol@pentlandhousing.co.uk

Fiona Jack

01847 807 109
fiona@pentlandhousing.co.uk

Yvonne Gunn

01847 807 111
yvonne@pentlandhousing.co.uk

Lisa Cormack

01847 807 101
lisa@pentlandhousing.co.uk

Emergency Out of Hours Service

Phone 07802 930 685

www.pentlandhousing.co.uk

Global Survey Meeting our Tenants

As mentioned by Richard Armitage our CEO in a previous newsletter we are very keen to engage with our tenants and get their views on our services. The first stage of our information gathering was the global tenant survey which was completed earlier this year and I would like to thank all the tenants who took the time to complete and return this survey. Along with our Technical team our tenant review group are going to use the information gained from the survey to scrutinise the performance of our contractors and will make recommendations for improvement to our service

In addition to the survey we would like to come and meet our tenants to gain their views on a more informal basis and therefore intend to have our staff carry out door to door visits. We will visit a percentage of the properties this year and then the rest over the following two years, we hope doing it this way that we are always getting a current feel for what is happening rather than just on a one off basis.

The visit, we hope will also introduce you to your housing officer and put a face to the other Pentland staff helping out during the walk around in the hope that you will feel comfortable in approaching us if you have any concerns or need our help in the future.



“Scrutinise performance of our contractors and will make recommendations for improvements to our service”

“Getting a current feel for what is happening rather than just on a one off basis”

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www.pentlandhousing.co.uk



Pentland
community enterprises

Garage/
Storage
Facilities
Available



For more details
call Angela on

01847 807 118

Or

Email on

admin@pentlandce.
co.uk

Draught Busting Caithness

Climate Challenge Fund

Calling all householders who would like **FREE** draught proofing measures fitted and energy advice.

We can fit

- immersion tank jackets
- LED bulbs
- Window/door draught proofing
- Loan an energy cost monitor to help you see where your energy is being used

We are funded by **The Climate Challenge Fund** so the above services are completely **FREE**.

For further information please contact

Paul Bremner on 01847 807116

By email – paul.bremner@pentlandenergy.co.uk



natural
scotland
SCOTTISH GOVERNMENT

Emergency Out of Hours Service

Phone 07802 930 685

www.pentlandhousing.co.uk



Pentland
community enterprises

FACEBOOK

FACEBOOK PAGES TO KEEP AN EYE ON

Pentland Garage Sites
Pentland Energy Advice
Draught Busting Caithness



Garages - A selection of garages are available throughout Thurso. Further information is Available at 01847 807110

Parking Bays – We are developing parking bays throughout the garage sites. If you would like a secure, off road parking bay near you please get in touch. If a garage site can accommodate a parking bay we will be happy to discuss this with you. Parking areas can be used for boat, caravans, trailers etc

Energy Advice – We continue to deliver two energy efficiency projects. One of these projects concentrates on visiting households in Caithness and the 2nd project delivers throughout the Highland area. Both focus on home visits to try to help reduce energy consumption in properties. We have a new member of staff starting on Money Matters in June. They will be responsible for delivering energy advice to householders across the highlands.

Factoring – We are now providing a factoring service for approximately 90 properties throughout Caithness. This service is on offer to anyone who owns a property within in a communal building.

We provide a service to inspect communal areas, administer repair works and handle any communal problems.

Mid market rentals – Although all our mid market rental properties are allocated, if you are Interested in future properties in this sector please get in touch.



Find us on Facebook
[Pentland Garage Sites](#)

Call
01847 807 110

Email
admin@pentlandce.co.uk

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PARKING SOLUTIONS AVAILABLE NOW

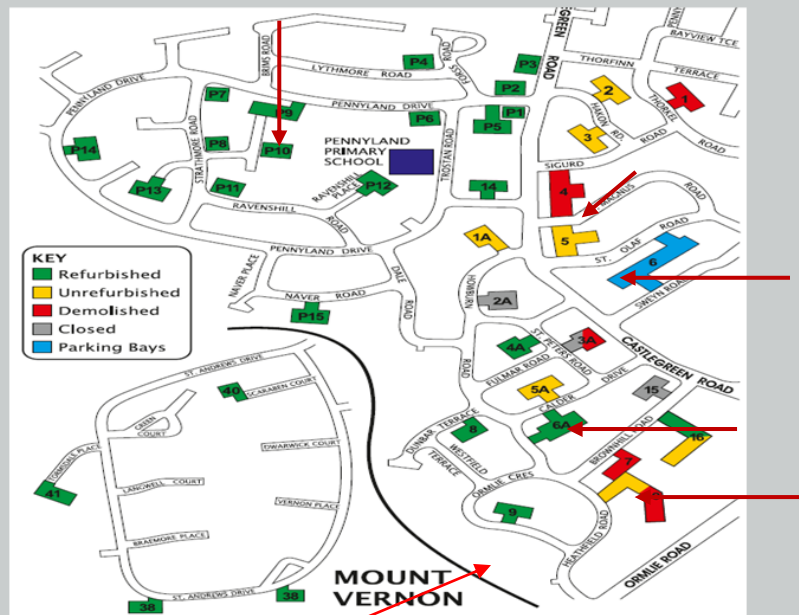
Available to rent:

- Garages**
- Parking bays (secure off road parking)**
- Plots**
- Caravan storage**
- Boat storage**

If you are interested in getting your vehicle off the road for less than 66p a day you can:

- Get a guaranteed space**
- Secure parking**
- Off road parking**

See map for available parking bays:



Energy Advice



The 2 energy projects that we oversee are on-going. Both concentrate on home visits to try to help reduce energy consumption in properties. The Climate Challenge project is delivered to any property in the Caithness area and the

Money Matters project is for tenants of social housing throughout the Highland wide area. We have a new member of staff who started on Money Matters in June.



Angela Rigg
Projects Officer
 01847 807118
 angela.rigg@pentlandce.co.uk



Paul Bremner
Energy Adviser
 01847 807116
 paul.bremner@pentlandce.co.uk

Pentland Housing Emergency Repairs 07802 930 685

EMERGENCY SERVICES

Caithness & Sutherland

Womens Aid—0345 408

0151—(24 hours)

Caithness Citizens Advice

Bureau—Thurso 01847 894

243—Wick 01955 605 989

Crimestoppers—0800 555 111

Domestic Abuse Helpline—

0800 027 1234

Fire Brigade – Police – Ambu-

lance - Coastguard—999/112

(24 hours)

Free Money Advice 0808 800

0118

Highland Council Service

Point—01349 886 606

Housing Benefit Enquiries—

0800 393 811

National Gas Helpline—0800

111 999 (24 hours)

National Power Cut

Helpline—105 (24 hours)

NHS 24—111 (24 hours)

Police Scotland—101 (24

hours)

Scottish Fire and Rescue Ser-

vice—01382 835 804

Scottish Water—0800 0778

778 (24 hours)

SEPA Floodline—0345 988 11

88 (24 hours)

Universal Credit Helpline—

0345 600 0723

GP APPOINTMENTS

Canisby Surgery—01955 611

205

Castletown Surgery—01847

821 205

Halkirk Surgery—01847 831

203

Lybster Medical Centre—

01593 721 216

Princes Street Surgery—

01847 893 154

Riverbank Practice—01847

892 027

Riverview Practice—01955

602 355

Fundraising

Staff in the Pentland Housing Group continue to take part in events which involve money being raised for charities, local and country-wide.

Recently, we had a dress down day for Comic Relief Red Nose Day which raised £107.80 and we are also saving all our coppers to help Caithness Disability Multi Sports with their travel fund to the special Olympics in August.

**Total
raised
since
2015
£6274**

**Total
raised
this year
£899**

REMINDERS

OFFICE CLOSURE

Friday, 22 December
2017

to

Wednesday, 3
January 2018



Emergency Repairs

OUT OF OFFICE HOURS PLEASE CALL

07802 930 685

This is a mobile phone number manned by Pentland Housing Association repairs staff. We will attempt to resolve the problem as quickly as possible.

Office hours 9am – 5pm

37-39 Traill Street, Thurso, Caithness. KW 14
8EG

Telephone 01847 892507

Facsimile 01847 893221
Email pha@pentlandhousing.co.uk
www.pentlandhousing.co.uk

When calling the office—

01847-892507

Rent Payment /Repairs Option 1

Housing Applications Option 3

Handyperson Option 4

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SUMMER WORD SEARCH

U	Q	E	Z	J	Y	L	A	V	E	X	T	F	L
N	O	I	T	A	C	A	V	L	G	A	Y	Q	O
Q	X	D	C	C	T	G	T	T	G	A	V	P	L
Z	T	F	U	P	F	S	U	N	F	L	W	E	R
H	O	Q	Q	T	A	C	A	O	X	A	Q	H	X
H	E	A	T	C	I	I	Q	L	T	Q	C	N	Y
B	V	B	D	Q	C	N	A	E	O	H	V	W	F
F	A	N	P	D	E	C	S	M	P	E	L	U	S
G	A	S	K	B	C	I	F	R	B	O	A	W	K
S	N	V	E	A	R	P	C	E	C	G	I	N	O
F	S	I	S	B	E	L	J	T	D	F	L	D	G
U	I	O	T	W	A	K	J	A	X	M	E	B	F
A	I	Y	S	A	M	L	F	W	I	V	A	F	G
I	T	A	C	E	O	H	L	N	G	D	Y	V	F
T	F	Z	C	G	K	B	G	O	V	W	P	Y	C

BEACH PICNIC SANDCASTLE
 BASEBALL VACATION HEAT
 SUNFLOWER BOATING SWIMMING
 ICE CREAM POOL WATERMELON