

Ayrshirehousing

Tenant Newsletter Autumn 2010

DEVELOPMENT UPDATE



Dalmilling Crescent, Ayr

Building work has commenced at Dalmilling Crescent Ayr on the site of the former Roman Catholic cathedral. This new build development is scheduled to finish in a year's time and will see completion of 13 flats and 12 houses. Our design will keep the tower and main gable.

See Inside For



Pet Competition



Garden Competition



Repairs

Croft Street, Tarbolton

This development is currently on-site and work is progressing well with anticipated completion in May 2011. The contractor is Hope Homes who are also building houses for sale alongside. This development will see the completion of 30 houses, 4 of which will be to wheelchair standard.



Tenant Satisfaction Survey

Ashbrook Research and Consultancy Ltd has now reported on its survey on your views

on a range of subjects including satisfaction with the services we provide and whether these offer you value for money. We will be issuing a special newsletter in November highlighting some of the key findings.

Thanks to everyone who took part in the survey.



Here is your chance to tell us what you think about our website.

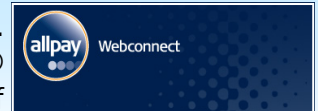
Do you find the content useful and informative? Is there any other information you would like us to provide? Do you find the website easy to navigate?

We will shortly be revamping our website and any comments you have will be help this process.

Email your comments to Sharon Ritchie at info@ayrshirehousing.org.uk or post them directly to www.ayrshirehousing.org.uk.



Rent Payments. As always, it is important to pay your rent on time. Tenants are issued with a payment card which can be used at the Post Office® or at shops and petrol stations which display the “PayPoint” sign. Some of these outlets are open late or at the weekend. Anyone can make a payment on your behalf, all they need to do is take your payment card and payment to one of these outlets.



Alternatively you can...

Pay by telephone. Call **0844 557 8321** to use Allpay’s automated 24-hour service. You will need your 19 digit Allpay card number and your debit card. Credit cards are not accepted. Or, online **Allpay internet payments** offer a secure online payment facility. This service is accessed at www.allpayments.net.

2010 COMPETITION WINNERS

Our **Pet Competition** was fiercely contested by our non-human residents. Winning joint top spot were **Smudge the cat**; who lives with Heather Ludgate of Viewfield Court, and **three papillions** **Michie, Toska and Sophie**; who live with Mrs Inglis, Turnberry Road, Maidens.



Commendations were given to Bruno the dog, companion of Helen McDonald, Ayr. Tigger the cat, companion of Elizabeth Cowan, Ayr. Ben the dog, companion of Mr & Mrs Keggans, Tarbolton. Buddy the dog, companion of Natalie & Aaron, Galloway Gardens, Ayr.

Our **Garden Competition** received a large number of budding entries and the winners are...

Supreme Winner

Mr Duncan, Wills Gardens, Ayr

Joint Winners—Best Shared Garden

From South Harbour Street; Ms Agnes Darroch, Mr & Mrs Campbell, Mrs Jean Carmichael and Mrs Anne Maley.

Winner—Best Garden

Mr Duncan, Wills Gardens, Ayr

Winner - Best Container Display

Ms Jasmine Hobbs, St Andrew’s Court, Girvan



Right to Repair

As a tenant you are entitled to have some repairs carried out within certain timescales. These are called “qualifying repairs”. When reporting a “qualifying repair” you will be told how long we have to respond.

Our contractors are familiar with the scheme and will contact you to arrange access to your property, unless the “qualifying repair” is classed as an emergency. At the time of reporting you will be told the category of your repair. You will be asked to remain in your home if it is an emergency.

If the contractor does not carry out the repair on time you are entitled to service from a second contractor. To make things easier, we will always contact them on your behalf.

You are entitled to compensation if the “qualifying repair” is not carried out on time, unless you did not provide access in which case it is no longer classed as a “qualifying repair”.

Qualifying Repairs are:-

- Blocked flue to open fire or boiler;
- Blocked or leaking foul drains, soil stacks or toilet pans (if there is no other toilet in the house);
- Blocked sink or drain;
- Loss or partial loss of electrical power;
- Unsafe power or lighting socket or electrical fitting;
- Electrical extractor fan in kitchen or bathroom not working (where there is no external window or door);
- Loss or partial loss of gas supply;
- Loss or partial loss of space or water heating where no alternative heating is available;
- Significant leaks or flooding from water or heating pipes, tanks or cisterns;
- Toilet not flushing (where there is no other toilet in the house);
- Loss of water supply;
- Insecure window, door or lock;
- Unsafe path or step;
- Loose or detached bannister or handrail;
- Unsafe timber flooring or stair treads.

Reactive Repairs. How you can help?

Between April 2009 and March 2010, we ordered almost 5,000 reactive repairs. The majority of which were for electrical, plumbing and joinery work.

During this period, we also instructed 1,985 emergency repairs, including out-of-hours requests. Emergency repairs incur higher costs due to the speed of response and the time of attendance which could include evenings, weekends and public holidays.

Tenants can help to reduce repair costs through a number of simple actions:-

- By reporting repairs as early in the day as possible or waiting until the next working day for repairs that do not need immediate action;
- By learning how to do things like resetting an electrical trip switch;
- By putting a bucket under a minor leak until the repair can be completed.

Try to prevent the need for repairs due to your own action or inaction otherwise you may find yourself getting charged for the work you request. If you request repairs where damage has been caused by your own actions, carelessness or abuse, we will either refuse to carry out the work, or only do it if you agree to pay for it.

Typical things we may consider your responsibility are:-

- choked toilets, baths, or sinks (average cost around £70);
- electrical faults caused by your appliances (average cost around £60 to reset the fuse box);
- lost or stolen keys (average cost around £110 to force entry and change the lock);
- damage to internal doors (average cost around £150 to replace a door).



We are pleased to welcome Scott Hutchison who joined Ayrshire Housing as Technical Services Manager in August 2010.



Murray Paton
Maintenance Officer



Michelle Reid & Carol Craig
Housing Assistants



John Hendry
Maintenance Officer

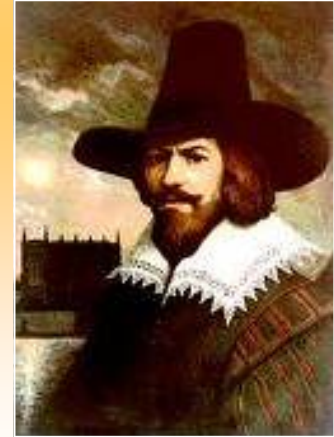


STAY SAFE THIS BONFIRE NIGHT.

Fireworks will light up the skies on the 5th of November. Bonfires & fireworks can bring pleasure to children of all ages but they must be handled with care. Why not attend an organised event to ensure your and your children's safety?

Members of the public are encouraged to contact South Ayrshire Council on 01292 618222, East Ayrshire Council on 01563 554007 and North Ayrshire Council on 0845 603 0590 to report illegal bonfires before they are set. Not only can these be extremely dangerous whilst being constructed and when lit, but such activity is often followed by other forms of antisocial behaviour. You should ensure that fireworks are bought from a reputable retailer to ensure that safety standards are met. Following these simple tips should ensure that you have a safe bonfire night:-

- don't drink alcohol if setting off fireworks;
- keep fireworks in a closed box;
- follow the instructions on each firework;
- light at arm's length, using a taper;
- stand well back;
- never go back to a firework which has been lit, even if it hasn't gone off, it may still explode
- never put fireworks in your pocket or throw them;
- always supervise children around fireworks and never give sparklers to a child under 5 years;
- light sparklers one at a time and wear gloves;
- keep pets indoors.



Can you guess who this historical figure is?

The Lochside Tenants & Residents Annual General Meeting

Is being held at 7:00pm on Monday 1st November at the Lochside Community Centre. We would encourage our tenants in Lochside to attend.

LOCHSIDE FOOTBALL INITIATIVE

Ayrshire Housing and South Ayrshire Council jointly funded a range of football activities in the Lochside area over the summer period. These events enabled the young people in Lochside to participate in organised football games. A tournament was held over a 6 week period, with additional games held on Friday and Saturday evenings.

The initiative provided some positive activities for the young people in an attempt to tackle the high volumes of incidents that had been reported to South Ayrshire Council's Community Safety Team relating to youth disorder.

The event was a great success, reducing the number of complaints by over 60% as well as helping to improve football skills and fitness levels in the young people.



 **Ayrshirehousing**

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We can supply this document in a print size to suit. It is also available in Braille, audio and other formats, and in other languages. Our website also has several accessibility features which you may find useful.