

SPRING 2011

TENANT'S NEWSLETTER

Ayrshirehousing



Our new build development on the site of the former Cathedral of the Good Shepherd is well underway with the first timber kit being erected on site.

The contractor is confident that this development of 25 new homes, including a flat in the retained cathedral gable, will be completed in November this year.



Work is progressing well, with an anticipated completion date in May. This development will provide 30 houses, 4 of which will be to a wheelchair standard. Built by Hope Homes, Croft Street will make an attractive addition to our existing properties in Tarbolton.



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 Ayrshirehousing

www.ayrshirehousing.org.uk

REPAIRS AND MAINTENANCE UPDATE

PLANNED AND CYCLICAL MAINTENANCE WORKS PROGRAMME

Ayrshire Housing is committed to delivering the Scottish Housing Quality Standard (SHQS) by 2015 and has undertaken a comprehensive review of our planned renewal programme. This included the completion of a partial Stock Condition Survey and a full update of the existing life cycle programme to reflect the results of these surveys.

We are currently putting in place plans for renewal work to be carried out in the coming financial year by these local companies:

J. D. THOMSON & SON
Property Care Ltd.

JOHN McCAIG & SONS LTD
Est. 1985

- Replacement double glazed windows and doors to existing single glazed properties in Ayr (Forehill and Sandgate).

This work is being carried out by J. D. Thomson of Maybole.

- Replacement smoke alarms will be installed by John McCaig & Sons of Ayr over the next few months.

We are also considering the investment requirements for the medium to long term.

We are in the process of obtaining tenders for the 5 year cyclical painting programme. Proposed properties are in a number of areas; Crosshill, Dailly, Dalrymple, Dundonald, Kirkmichael, Straiton, Troon and within Ayr including Blackfriars Court, The Sandgate, West Sanquhar Avenue/Place and Corton Howe.

If your home is in this year's programme we will contact you in advance of the work starting. We hope that the work will be carried out during the summer months.

REACTIVE MAINTENANCE CONTRACT

Our current reactive maintenance contract is due to expire at the end of May. A number of providers have expressed an interest in delivering this work and following a detailed examination of their submissions, five companies (including South Ayrshire Council, our current contractor) have been invited to tender. A successful contractor will be appointed on completion of the tendering process. We will provide you with further information in due course.

 **Ayrshirehousing**

ANNUAL GAS SERVICING



Gas Safety regulations state landlords must carry out inspections to ensure that gas appliances are operating correctly. Ayrshire Housing has a gas servicing programme in place and all gas boilers and fires are checked **annually** by our contractor O'Neil Gas Services Ltd.

Your co-operation to gain access to complete this annual service is essential. Failing to provide reasonable access means you are in breach of your Tenancy Agreement and will result in action being taken to force access. Should forced access be required, you will be held liable for all costs involved and your tenancy may be at risk.

Ayrshire Housing have introduced a 10 month servicing schedule to allow us to complete our programme within the statutory period. The programme is ongoing and to date we have achieved a 100% success rate. Thank you for working with us to allow the contractor access to carry out this work.

Tenant Satisfaction Survey

You will recall that when we reported on the results from the tenant satisfaction survey there were a number of areas which had been identified which needed to be addressed. Many of these were around how our repairs service is delivered and how we communicate information to you about our repairs service. This included areas such as target completion times and categories of repairs priorities. There were also issues regarding making it clearer about what is our responsibility and what is your responsibility.

Another area that was highlighted was that a significant number of you who took part in the survey indicated that you were not aware of our complaints policy and procedure. A summary of the main features of the policy will be included in the next newsletter.

To ensure that we progress these matters, the Board agreed that a small working group be established with the responsibility of making sure that these areas are addressed and information is fed back to the Board on what progress is being made. The group has met and a list of action points is being drawn up.

In the survey you also advised us that you prefer that you are kept informed via newsletters. As such, many of the issues highlighted for action will be dealt with by featuring in this and subsequent editions of the newsletter. Of course, this is not the only means by which we can communicate with you. Our website is also a particularly useful way of providing information and feedback on a number of service areas. We are currently carrying out a comprehensive review of the website and hope that it will be much more useful and easier to access the type of information which you have requested in the survey.

Exciting News About Paying Your Rent

For some time now many of you have been asking if there is any way that you can pay your rent direct to us over the telephone. We have taken your requests on board and will soon be introducing a direct payment facility which will hopefully be a welcome addition to the range of convenient ways you can pay your rent.

This means that you will shortly be able to make payments using either a debit card or a credit card when you are either visiting or on the telephone to our office. This method will be in addition to the existing range of ways you can pay your rent i.e. Direct Debit, Standing Orders or using your Allpay card. Please note, however, that we will not be introducing a cash payment facility at the office. The new facility will be only for debit and credit card payments.

Green Fingers... We have recently been in discussion with our colleagues at South Ayrshire Council to explore the potential for becoming involved in an allotment project they have established at Auchincruive. Staff from the Community Safety team at the council have been working with a number of residents from the Prestwick Toll area in developing an allotment growing a variety of vegetables.

An invitation has been extended to our tenants residing in Observer Court and Fernbank Court, Prestwick to become involved in the project and a separate piece of ground has been earmarked for them. As part of our staff's efforts to attain "silver" status in our "Healthy Working Lives" initiative we are also keen to become involved in this project. We are also considering opportunities to grow container based vegetables and herbs at our offices. We will let you know how successful we are later in the year when, hopefully, we will publish some photos of our produce.



COMPETITION ENTRY FORMS

GARDEN COMPETITION ENTRY FORM, 2011

Spring has arrived and it's time to head out into your garden.

Everyone is invited to enter our Annual Garden Competition and show off their horticultural skills.



Name **Garden Entry**

Address **Window Box Entry**



Tel **Container Entry**

Email **Best Kept Close Entry**



Best New Garden



PET COMPETITION ENTRY FORM, 2011

It is also time for our ever popular Pet of the Year Competition. To enter send along a picture of your pet with an explanation of why they deserve to win.



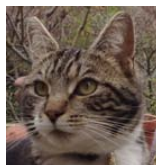
Owner Name

Address

Telephone

Email

Pet/Pet Name



Or email me your photographs to:
yogi.culzean@ayrshirehousing.org.uk

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