

SUMMER 2011

TENANT'S NEWSLETTER

Ayrshirehousing

Ayrshire Housing Appoints New Reactive Repairs Contractor



Ayrshire Housing is committed to delivering good quality services and value for money to our tenants. Repairs and maintenance is one of our core areas of service delivery. As previously reported we appointed JD Thomson Property Care Ltd of Maybole to provide our reactive repairs service from 1 June 2011. This means that South Ayrshire Council will no longer undertake our reactive repairs work. Tenants are reminded that gas servicing repairs will continue to be undertaken by O'Neil Gas Services Ltd. In

addition to the new contract operated by JD Thomson Property Care Ltd we will continue to use the services of a small number of other local contractors.

During office hours, tenants should report repair requests to Ayrshire Housing either on our 'Lo-Call' telephone number **0845 2712327** or on **01292 880120**. When our office is closed, emergency repairs should be reported to JD Thomson Property Care Ltd's out-of hours service on **01655 882234**.

You can also report repairs via our website www.ayrshirehousing.org.uk (this service should not be used for emergency repairs).

Provost Winifred Sloan Opens Tarbolton Development

Councillor Winifred Sloan, Provost of South Ayrshire Council was delighted to welcome 18 year old Ashleigh Ellis to her new home. Ashleigh benefits from a specially adapted house with space for carers to assist her. This development consists of 18 four person and 12 six person houses. Four of the 6 person houses are especially suited to wheelchair users.

Ayrshire Housing's development cost £4 million. This investment was made possible by a Scottish Government Grant of £2.3 million. In addition, South Ayrshire Council made available a grant of £80,000 which allowed 4 of the houses to be built to wheelchair standards.



SEE INSIDE FOR:



- **Rent Statement**
- **Rent Payment Facilities**
- **Dundonald Games**
- **Competition Reminder**
- **Election**

Asset Management Strategy

An Asset Management Strategy was approved by our Board on 29 June 2011. The Strategy is closely linked to our Corporate Plan and will provide Ayrshire Housing with a planning tool for the maintenance and improvement of our housing stock.

We previously commissioned stock condition surveys of a representative sample of properties to determine the future repair and improvement works required. The information from these surveys has confirmed much of what we already knew about the condition of our houses.

Although the majority of our stock is in good condition and already meets the Scottish Housing Quality Standard (SHQS), we plan to invest significant sums to ensure that all our houses achieve this standard by 2015.



Common Housing Application

Making it easier to apply

Ayrshire Housing and South Ayrshire Council will soon be releasing a common form to apply for housing with both organisations.

This form will replace the two separate forms that applicants currently need to complete, ensuring the process of applying to both organisations is simpler and quicker than before.

Rent Statement

You will find enclosed with this edition of the newsletter a copy of your rent statement showing details of your rent account with Ayrshire Housing. The statement provides details of all transactions from 1 April 2011 to 30 June 2011, including the rent due each month and all payments made to the account during that period.

We have also provided contact details for your Housing Officer should you wish to get in touch regarding your rent account.

It is our intention to provide this information to you every 3 months. We hope that you will find it helpful.

Exciting News About Paying Your Rent

From Monday 11 July 2011 you will be able to make payments using either a debit or credit card when you are visiting or on the telephone to our office. Please note this facility cannot be used for making cash payments.



Alternatively you can...

Pay by telephone using your Allpay Card on **0844 557 8321** (automated 24-hour service). You will need your 19 digit Allpay card number and your debit card. Credit cards are not accepted. Online, Allpay internet payments also offer a secure online payment facility. This service is accessed at www.allpayments.net or use the link at www.ayrshirehousing.org.uk

We're Sponsoring Dundonald Highland Games Royal Dundonald Castle

Now in their 22nd year, Dundonald Highland Games have something for everyone; enjoy the pipe bands, children's rides and stalls or try your hand at Tug-o-War!



Dundonald Music Festival

We were delighted to have been able to be one of the sponsors of the Dundonald Music Festival which took place in the village from the 27th to the 29th May. The festival has been running for a number of years now and this is the 2nd time Ayrshire Housing has provided support.

This year we were the main sponsor for the children's art competition which was held in partnership with Dundonald Primary School. This was a fantastic event and the enthusiasm and quality of the children's contributions made our sponsorship well worthwhile.

Our Housing Manager, David McGivern, attended the festival on the Saturday afternoon and was presented with a memento from the organising committee who were extremely appreciative.



Competition Reminders

There's still time to submit your entry to this year's garden and pet competitions.

If you've got a perfect pet, if your neighbours are always complimenting your gardening skills be sure to get in touch!

You can enter by emailing: info@ayrshirehousing.org.uk, or calling (01292) 880120 or by letting your housing officer know you're interested in getting involved.

Entries can also be posted to **Ayrshire Housing, 119 Main Street, Ayr, KA8 8BX**. Please remember to enclose your name and address!



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.

Elections to the Board

Annual General Meeting

The Annual General Meeting of Ayrshire Housing will take place on Wednesday 14th September 2011. In due course, you will receive a formal agenda and a review of our activities and performance in the last year.

As you may know, the Board consists of five tenant directors, five from the community category and five appointed by South Ayrshire Council.

All tenants are members of the company and can thus seek election to the Board. If you have a joint tenancy, both tenants are considered to be members.

There are **two vacancies within the tenant category**. If you are interested in one of the tenant positions, please complete and return the form below by Friday 5th August 2011. If there are more applications than vacancies, a postal ballot will be organised with the result being announced at the Annual General Meeting. Please provide a short statement of around 50 words in support of your application.

This is a real opportunity to influence the quality of service that you and your fellow tenant members receive.

I wish to stand for election to the Board of Ayrshire Housing

Name.....

Address.....

Tel.....Email.....



Statement

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

Or send an email with this information to info@ayrshirehousing.org.uk