

Ayrshirehousing

Tenant Newsletter Summer 2008

DEVELOPMENT

Meadowbank Place, Kirkmichael

In June, Ayrshire Housing officially opened its latest development for rent in Kirkmichael. An open invitation was extended to everyone in the village which gave the event a real sense of community. The 12 house development makes an attractive addition to this conservation village. At the same time, it creates new opportunities for families to stay in or move to the village.



South Ayrshire Councillor, John McDowall, who is also an Ayrshire Housing Board member presented Linda McFarlane and her son, Gareth, with the keys to their new home.

Councillor McDowall said "I congratulate everyone at Ayrshire Housing on another excellent village development. I hope that our new tenants will enjoy their homes and perhaps consider supporting our work through seeking election to the Board."

The design of the 12 house scheme is flexible enough to cater for changing needs over time. For example, all the houses have a downstairs bedroom. It was designed by the Alastair Murdoch Partnership (now Thomson Dawes) and built by Moulds of Kilmarnock.



The project cost £1.3m and was supported a £1m grant from Scottish Government.

Ayrshirehomestake

Lochside, Ayr

With shared equity loans, we help people with modest incomes who want to own a suitable home but who cannot afford to pay the full price. The scheme is aimed not just at first-time buyers but also at others whose life circumstances have changed, for example, people affected by a relationship breakdown. The scheme has been designed so that it can also be used to help disabled people and older people access more suitable housing.



The shared equity scheme is supported financially and regulated by the Scottish Government.

We have just started building 25 houses for sale through the scheme as part of a major development in Lochside, Ayr. To register your interest in receiving a sales pack for the Lochside development; you can email homestake@ayrshirehousing.org.uk or contact the office.

Repairs Satisfaction Surveys and the Right to Repair

As you may be aware, Ayrshire Housing now issues a repair receipt and pre-paid survey form with every repair issued. These surveys allow us to monitor our contractors' performance, and allow us to make sure that our tenants are getting the best possible service. We would therefore appreciate it if these could be returned to us where possible.

The receipt also includes information on the Right to Repair scheme. The receipt states whether the repair is a "qualifying repair" under the scheme and gives advice on what to do if the work has not been started before the maximum time limit (target date on the receipt). We are recommending that if the work has not been started by the target time you contact us and we will provide further assistance and information.

Major Works and Cyclical Maintenance Programme

Once again we have committed significant resources to ensuring that our houses are properly maintained and provide a quality of accommodation that meets the requirements and standards that our tenants should find acceptable.

This financial year we have focussed on external painter work in Tarbolton, Coylton (Glenhead Place and Court), Prestwick (Fernbank Court), Ayr (Crown Square, Forehill and Belmont) and Barr, with the majority of the contract now complete. Phase 1 of a window replacement programme in Forehill, Belmont and Dailly has also been completed.

MAINTENANCE OFFICERS AREAS

John Hendry

Forehill
Crown Square
West Sanquhar
Mossblown
Crosshill
Dailly
Girvan
Barr
Thornyflat
Greenan
Doonholm
Dalrymple

Murray Paton

Coylton
Dundonald
Troon
Barassie
Belmont
South Harbour St
Sandgate
Fulshaw
Symington
Tarbolton
Maybole
Kirkoswald
Kirkmichael
Ballantrae
Monkton
Straiton
Prestwick

Gas Safety

If you have gas heating in your home it is essential that a gas safety check is carried out once every year to make sure that it is safe and does not cause any harm to your health. The association has a legal obligation to make sure this check is carried out and we would be grateful for your co-operation and assistance.

If our contractor contacts you with a date that is not suitable please contact them or us immediately to make an alternative arrangement. Please remember that it is our legal obligation to carry out this check in the interest of your safety.

Direct Debits

As noted in our previous newsletter, you can now make rental payments at any branch of Woolworths, any Post Office, or anywhere that you see the PayPoint symbol.



In addition, payments can also be made by Direct Debit. Direct Debits provide tenants with a very easy and convenient means of ensuring that their rent payments are made each month. It also means that if there is an increase in the rent, tenants do not have to worry about contacting their bank to increase their payments. The association will arrange for the new amount to be debited from tenants' accounts.

Many tenants have already taken advantage of this means of payment. If you are interested in this, please contact either your Housing Officer or Zoe McGrady at our office.

Tenant Welcome Programme

The much expanded Tenant Welcome Programme was launched in May this year alongside the celebration of the success of last year's pilot project. The innovative project is operated by our partner, Ayrshire Initiatives, and aims to work with tenants who are having difficulties with their tenancies on a small decoration project.

The project has now been rolled out to other housing associations in Ayrshire, and has received favourable media attention throughout its first year.



Above you can see the delighted participants with Adam Ingram, the Minister for Families and Early Years. Adam was obviously delighted to present a certificate to each.

Garden & Pet Competition



Entries have been coming in for both these popular competitions and the variety and quality of entries is going to make our judges' decisions all the harder this year. Many of our tenants are very shy about their talents and this year staff have been putting forward a number of gardens which they feel are worth commending so don't be

too surprised if you receive a knock on your door advising you that your garden has been highlighted!



Keanu is waiting to hear from you.....

The closing date is **Monday 11th August** and judging will take place shortly thereafter.

Contact Details

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Repairs out of hours
0845 719 0019

Special Uplift
0845 769 7520

Housing Aid
01292 288111

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 including being able to listen to it being read by "Heather".

Elections to the Board

The Annual General Meeting of Ayrshire Housing will take place on Wednesday 24th September 2008. 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 a 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 **three vacancies within the tenant category and three vacancies within the community categories**. If you are interested in one of these positions, please complete and return the form below by Friday 15th August 2008. If there are more applications than vacancies, a postal ballot will be organised with the result being announced at the Annual General Meeting. Should a postal ballot be necessary, candidates will be asked to provide a short statement of around 50 words in support of their application.

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



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

Name.....

Address.....

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

Signature.....

Please use pre-paid envelope to return your nomination