



Lochalsh & Skye Housing Association

NEWSLETTER

Summer 2026

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**Lochalsh
& Skye
Housing
Association**

Welcome to our newsletter from our Chief Executive

This edition marks the end of my first six months back at work following maternity leave and there is a lot to reflect on. We have updated our Business Plan, setting out our plans for the next five years – focussing on resilient homes, finances and digital processes; investing in our people so that staff are supported, motivated and highly skilled and enabling the sustainable growth of housing and communities.

We also brought the whole staff-team together in April, for a day of discussion and learning on the important topics like complaints handling, our repair and maintenance standards and ensuring that we work together as efficiently as possible.

In May we sent our annual performance data (ARC) to the Scottish Housing Regulator – this helps us to see how we are doing in comparison to other social landlords, to continuously strive for improvements and also recognise where the hard work has paid off – like in sustaining new tenancies and quick emergency repairs response times.

The same month we launched our new website which we hope you will find a much-improved experience for finding information and making contact with the right teams.

The Technical Team are now getting prepared for a programme of upgrades and maintenance work including Munro Place and Leathad na Sobhraig and we are working hard to fix outstanding work on homes that received solar panels and heating upgrades last year. We are determined to ensure this is completed to a high standard and we apologise for the delay due to unforeseen challenges. We are also continuing to do our Scottish Housing Quality Standard Surveys to ensure properties are compliant and follow up on any repairs or maintenance work needed to bring them up to standard. Over 120 of these will be done before October 2026 and it will help us understand how to prioritise and plan ahead for future upgrades too.

There is also great progress on site at Campbell's Farm in Broadford where we hope to be allocating 15 new homes in the early Autumn – the standard of these houses is really impressive and we hope that the new tenants will greatly benefit from many happy and comfortable years living there.

We have had new members of staff have join LSHA – including Sam the Estates Assistant, John the electrician, Sharon, Property Services Administrative Assistant, Emma the Technical Assistant and Helen our new Governance Officer. At the same time as welcoming them, we also celebrated some exceptional long-service; Fiona Duguid and Lesley MacIntosh from our Finance Team have committed 20 and 25 years to the organisation. Ruairidh Mackinnon (Handypersons) and John Lamont (Care and Repair) have also been

with LSHA for 2020 years each in July and August. Thank you!

I have recently spent some time with different teams and getting out into the communities where we work – from tenant engagement and support to Handypersons. This has been really helpful to understand the ongoing challenges of how we best support tenants and look after homes in challenging financial times with limited resources.

But it has also given me renewed appreciation that LSHA does amazing work and that every day we try to do our best. I hope that you are equally encouraged by the information in this edition and I look forward to sharing another packed update with you in the Autumn.

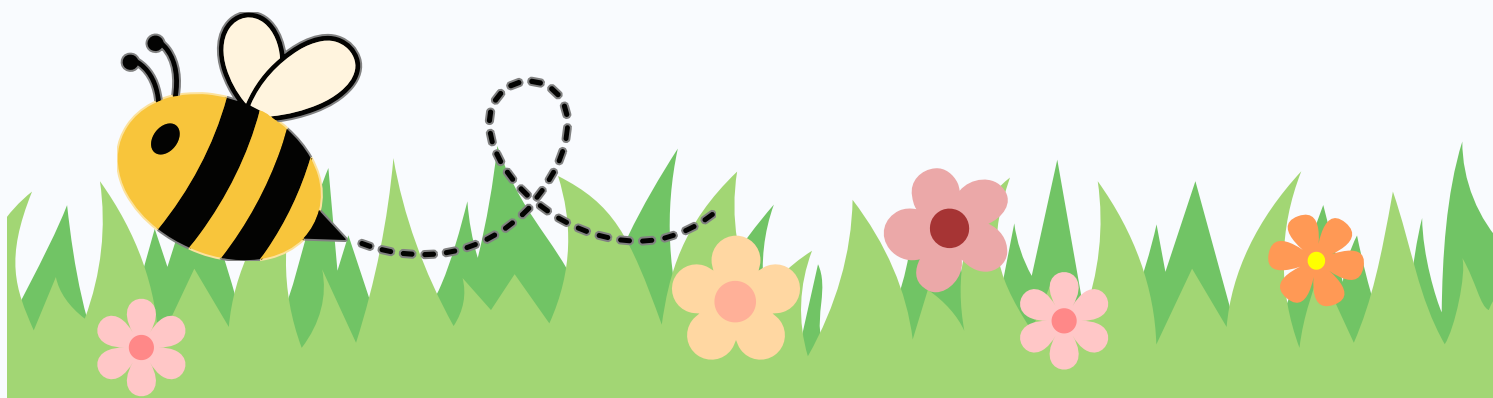
Lowri Richards



Grass Cutting & Wildflowers

Long Grass?

Have you noticed some areas of grass around our properties being left a little longer? These areas are being allowed to flower to support bees and other pollinators, and our Estate Team will return to cut them back once the wildflowers have finished blooming.



Remembering Gordon Wight

Residents at Boreraig Place recently came together to remember Gordon Wight, a much-valued member of the community who sadly passed away.



Gordon was described by Donella as “an all-round genuine guy” and will be remembered for always helping others before himself. He was well known around the community for offering advice, support and kindness to neighbours and friends whenever it was needed.

Many residents will remember Gordon alongside his dogs over the years, most recently his loyal companion, Fergie. He also had a great love for Scottish flags, which is why one now stands proudly beside the memorial at Boreraig Place in his honour. Residents have also planted a tree as a lasting tribute to him and the positive impact he had on the community.

Gordon also contributed to Lochalsh and Skye Housing Association as a Board Member from 2007 to 2014, where he supported tenant engagement and tenant representation.

He will be greatly missed by all who knew him.

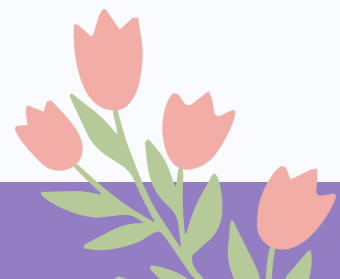
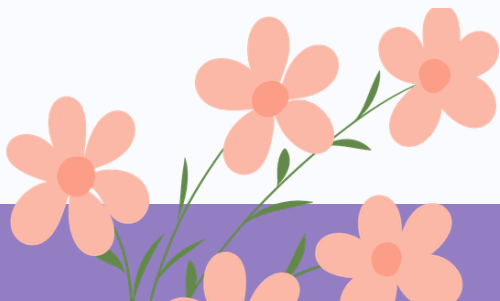
Remembering a Founding Member, Mrs Pat Walsh MBE

Mrs Pat Walsh, MBE, was one of the founding members of LSHA in 1983 and served on the Management Committee for many years. She held qualifications in Housing and Social Care and was the Social Work Manager in Skye and Lochalsh until her retirement.

Mrs Pat Walsh, MBE, was hugely influential in the work of the Housing Association and was particularly keen on promoting activities that assisted the needs of elderly and disabled people. She actively promoted the creation of the Care and Repair Service and was directly responsible for establishing the Handyperson Service.

In addition, she was a community activist who served on numerous committees including the Young Carers Project and several community based organisations.

She was recognised for her voluntary work with an MBE and she will be remembered for her contribution to the whole community of Skye and Lochalsh and, indeed, to the Highlands and beyond.



Thinking About Installing a Ring Doorbell or CCTV?



If you'd like to install a Ring-style doorbell or CCTV camera at your home, please remember you must ask the Association's permission first. We do need to make sure any equipment is used responsibly and follows privacy and data protection rules.

Before approval, we'll consider things such as:

- Whether there is a genuine need for the camera
- Whether there are other suitable options
- The privacy of neighbours, visitors and the wider community

If permission is granted, you must:

- Follow the Information Commissioner's Office (ICO) guidance
- Make people aware that recording may be taking place
- Store and delete recordings securely
- Respond to any requests from people asking about footage of themselves

Please read the ICO guidance carefully before applying:
<https://ico.org.uk/for-the-public/domestic-cctv-systems/>

Important:

Do not install any equipment until you have completed the consent form and received written permission from the Association.

If equipment is installed without permission, or used incorrectly, you may be asked to remove it. In serious cases, matters may be reported to the Information Commissioner's Office or Police Scotland

Happy Birthday to our Tenant Portal!

Our My Home Tenant Portal is now officially one year old – and what a year it's been!

Over the past 12 months, more and more tenants have been using the portal to manage their tenancy online, making it quicker and easier to get in touch with us and access important information.

Through the portal, you can:

- Report and track repairs
- Check your rent balance
- View Association documents
- Send enquiries directly to us
- Keep your contact details up to date



Changed your Details?

Changed your phone number recently? Got a new email address? The Portal is one of the easiest ways to let us know, helping us keep our records accurate and making sure we can contact you when needed.

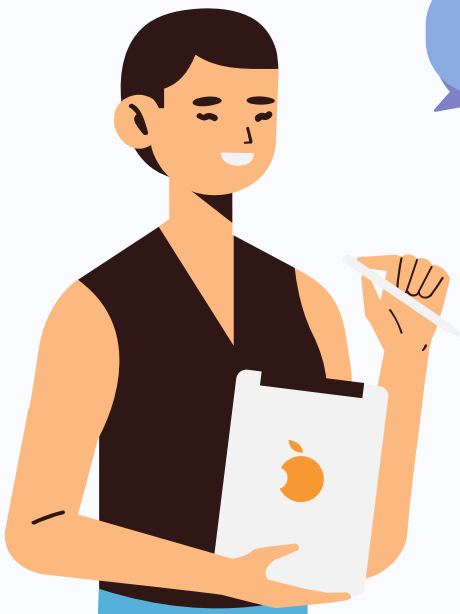
Haven't signed up?

If you haven't signed up yet, why not give it a go? Simply head over to our new website where you'll find information on how to access and register for the portal.

Simple to use

Available anytime

Designed to make things easier for you



Property Inspections

To help us maintain safe, secure, and well-maintained homes, we will be carrying out routine property inspections over the coming months.

A member of our Housing Team will contact you to arrange a convenient appointment. During the visit, we will check the general condition of your home, identify any repairs that may be needed, inspect key safety features, and discuss any concerns you may have. Most inspections take between 15 and 30 minutes.

We kindly ask tenants to provide access at the agreed time. If you are unable to attend, please contact us to arrange an alternative appointment.

Our staff will always carry identification and will treat your home with respect. Any information collected will be handled confidentially and in accordance with data protection legislation.

If you have any questions or need assistance arranging access, please contact the Housing Team at housing@lsha.co.uk or call 01478 612035 (Option 5).

Rent Arrears

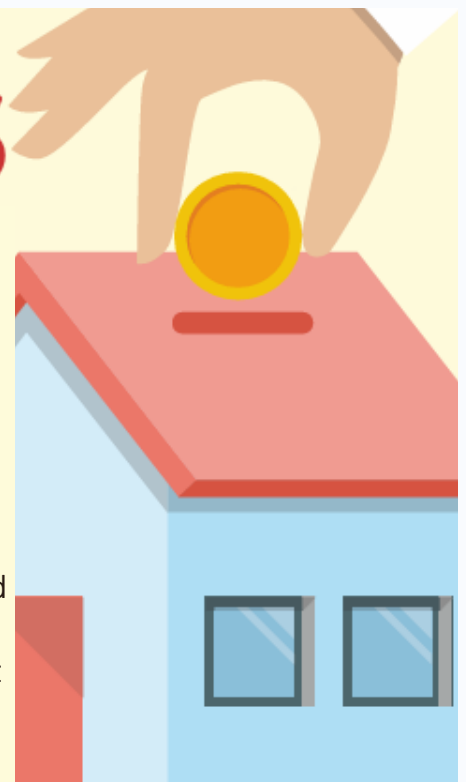
We understand that the past few years have been difficult for many people, and if you are struggling to pay your rent, please contact our Rent Team as soon as possible. We are here to help and can put you in touch with our Tenant Support team or agree a payment plan with you to help manage any debt.

Unfortunately, over the past year, we have evicted two tenants due to significant rent arrears. We never want anyone to lose their home, and early communication gives us the best opportunity to work together and find a solution.

However, if arrears continue to build and we are unable to make contact with you, we will follow our arrears procedure, which could ultimately result in legal action and the loss of your tenancy.

Please always get in touch with us as soon as you have concerns about your rent account.

To discuss any arrears on your account, please contact our Rent Team.

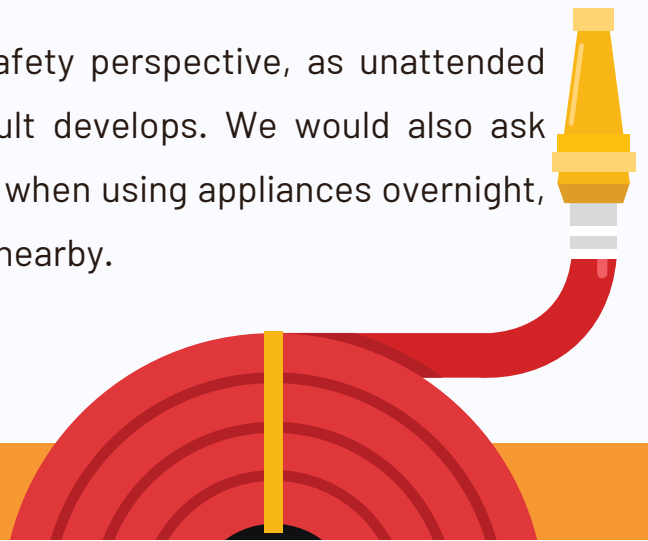
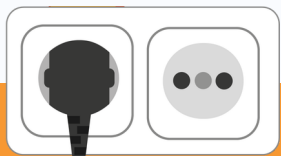


Electrical Items and Fire Safety

We are seeing an increase in energy suppliers offering tariffs and deals which encourage electricity usage overnight or during off-peak times, helping to balance demand on the grid and potentially reduce household energy costs.

Whilst these tariffs can be beneficial, we would recommend that tenants are present and able to monitor electrical appliances such as washing machines, tumble driers and dishwashers while they are in use, so that any electrical, overheating or water-related faults can be identified and dealt with quickly.

This is particularly important from a fire safety perspective, as unattended appliances can pose a greater risk if a fault develops. We would also ask tenants to consider neighbouring properties when using appliances overnight, as noise disturbance can impact those living nearby.



24 Hour Access Notices

There are times when we urgently need access to your home, to carry out essential repairs or safety compliance checks. If we have been unable to reach you after multiple contact attempts (phone, email, letter, SMS) then we may force entry.

We will always give you a minimum of 24 hours' notice in writing if we intend to do this, and we would only do this as a last resort. If we have to force entry, you will be re-charged for the cost of replacing locks/damaged doors.

It is therefore very important that you respond to our requests for access in time, so that we can avoid this situation.

If you change your phone number or email address, please remember to let us know so we can keep your contact details up to date and make sure you don't miss any important information from us.

BUSINESS PLAN 2026 – 2031



A NOTE FROM OUR CHAIRPERSON

Lochalsh and Skye Housing Association's Business Plan 2026-2031 demonstrates how we deliver against our strategic objectives. In 2025-26 we made good progress in developing our strategic plans and this continues in this Business Plan. In 2026-27 we will continue to be a successful and important contributor to the local economy, as an employer, an investor, and a community focused business. We are an organisation with serious ambitions, and our key strategic goals in this Business Plan set out what we want to achieve for the people we serve in our communities.

The financial climate still remains difficult for us all – for our tenants and other customers and as a business. As always, we will continue to take a resilient approach, adapting to any changes and managing risk, and continuing to provide an excellent, cost-effective service.

Ian H. Young - Chairperson



OUR VISION TO 2031

“Everyone has the right to a safe, well-maintained, warm place to live, and a secure and affordable home is at the heart of a civilised, caring society. To address the need for affordable housing and support, we give people dignity and equitable access to a home and key services that allow them quality of life. We want our contribution to shape balanced, sustainable and thriving communities, and improve health and wellbeing, education, economy, disposable income, inclusion, place and the environment across Lochalsh and Skye.”

OUR MISSION

“We will have worked with our communities to understand what housing and services they need to thrive. We will have developed bespoke solutions designed around these needs and acquired developable land to support delivery. We have homes that are safe, well-maintained, and locally affordable. We are a proactive and agile organisation, and our people strategy is designed and resourced to put our tenants and other customers at the centre of what we do. Our services are inclusive and accessible and can demonstrate the benefits of social investment. We will be a centre of excellence for sustainable construction and related trades and help to retain the younger generation. We will have increased the supply of affordable housing solutions.”

WE WILL DELIVER OUR 2031 VISION THROUGH THESE STRATEGIC THEMES AND OBJECTIVES:

STRATEGIC THEMES

OBJECTIVES

Resilient LSHA



Financial: Build the financial capacity to withstand risks in the next five years.

Digital: Become a more efficient, digitally mature landlord, with co-designed 24/7 digital access, for main transactions and for engagement.

Assets: reduce fuel poverty and increase the provision of affordable warmth, with around half of the total £12 million asset management budget for the next five years and contribute to mitigating or adapting to climate change. Deliver our Asset Management Strategy - homes are safe, well - maintained, and upgraded based on stock condition evidence, intelligence and accurate data. Investment is prioritised effectively and the performance of homes and neighbourhoods is improved.

Sustainability: Creation of a new strategy and developing a culture and operational service that aligns with our social, economic and environmental goals.

Sustainable growth of housing and communities



Build around 176 new affordable homes, in urban, rural and remote rural communities across Lochalsh and Skye.

Understand the housing ambitions and meet housing need in local communities. Explore the feasibility of tenure choice and different housing models to increase provision of and access to affordable housing. Develop solutions for key workers and retaining young people.

Influence and collaborate: Engage with tenants, community groups, government, sector policy makers, and partners to understand needs of Lochalsh and Skye's communities and the participate in the delivery of joint solutions.

Support independent living by retaining our Care and Repair and Handyperson/Technology Enabled Care services (NHS/THC funded): completing over 10,000 tasks and supporting around 70 households a year (owner-occupiers or tenants) with Care and Repair and adaptations services.

Maximise tenancy sustainment through quality and timely advice and support, including welfare advice, energy advice and holistic services.

People Development



Maximise our people potential and satisfaction: investing in the skills, resourcing and capacity over the next five years to deliver for our communities.

Strengthen and nurture our governing body membership: delivering training and development opportunities for Board Members, recruitment, onboarding and succession planning to ensure good governance is embedded.