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1.	<p><b><u>INTRODUCTION</u></b></p> <p>The Association continues to provide as many of its services to tenants and service users as we are allowed to under the current Scottish Government Guidance and other circumstances caused by the COVID-19 pandemic. This Bulletin provides an update on our current challenges and the position across all of our Services.</p>
2.	<p><b><u>CORPORATE SERVICES</u></b></p> <ul style="list-style-type: none"> <li>➤ All staff continue to work from home with the exception of a small number of staff members in Morrison House, Portree.</li> <li>➤ An appointments database is being maintained by Corporate Services staff who are phoning all clients on the day of a proposed visit to ask questions relating to COVID-19 and ensure that they get the “green light” for staff to attend the property. As at 11 December 2020, 1,026 phone calls have been made.</li> <li>➤ Work is progressing on the training of the Super Users on the HomeMaster program. Training sessions for key users will take place the week beginning 18 January 2021.</li> </ul>
3.	<p><b><u>HEALTH &amp; SAFETY</u></b></p> <ul style="list-style-type: none"> <li>➤ Induction processes have taken place for staff who have returned to work in the office and all of our premises have been reviewed for suitability for safety of staff and the general public.</li> <li>➤ We have sufficient stock of PPE and restocking of supplies continues to be effectively managed.</li> <li>➤ Morrison House receives a deep ‘fogging’ application twice a week to sanitize the premises after working hours.</li> </ul>
4.	<p><b><u>FINANCE AND RENT ACCOUNT SERVICES</u></b></p> <ul style="list-style-type: none"> <li>➤ We have appointed a new Director of Finance Services who will commence employment on 6 January 2021.</li> <li>➤ Our Audited Financial Statements have been published and are available on our web pages. Paper copies are also available from our offices on request.</li> <li>➤ We continue to provide performance reports to the Scottish Federation of Housing Associations and the Scottish Housing Regulator who are monitoring the impact of the lockdown on rent arrears and our response to emergency and</li> </ul>

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	<p>essential repairs to properties.</p> <ul style="list-style-type: none"> <li>➤ Our Financial Plan will continue to be reviewed regularly over the coming months.</li> <li>➤ Our Rent Account Team, including our Tenant Adviser, continue to assist tenants with advice on Universal Credit where their income or circumstances have been affected by the COVID-19 lockdown. We ensure tenants can access advice about getting extra help, claiming benefits and/or accessing Government funding whether unemployed, employed or self-employed.</li> <li>➤ We refer our tenants to the local Citizens Advice Bureau and Highland Council Welfare Rights Support Team who provide independent advice and assistance on a range of matters.</li> </ul>
5.	<p><b><u>DEVELOPMENT SERVICES</u></b></p> <ul style="list-style-type: none"> <li>➤ Contracts on site: (completion dates listed below are the contractors' current best estimate) <ul style="list-style-type: none"> <li>• <b>Rapson's Site, Portree</b> (17 flats) – completed on 5th October 2020.</li> <li>• <b>Hydro Site, Kyle of Lochalsh</b> (6 flats) –completed 7th December 2020.</li> <li>• <b>Struan Road, Portree</b> (28 flats on two sites) – indicative completion March 2021.</li> <li>• <b>Staffin</b>: 6 houses (two each for the Association, Staffin Community Trust and the Communities Housing Trust) indicative completion 26<sup>th</sup> November 2021.</li> <li>• <b>Campbell's Farm, Broadford</b>: 24 houses and flats. Enabling ground works contract started on site 24 August 2020</li> <li>• <b>Kyleakin Feus</b>: 28 houses and flats on site, indicative completion 3 June 2022.</li> </ul> </li> <li>➤ In addition, we are working with contractors on the following new sites:- <ul style="list-style-type: none"> <li>• <b>Staffin Road, Portree</b>: 3 houses: starting early 2021 subject to acceptable Tender prices.</li> <li>• <b>Armadale, Sleat</b>: 12 houses and flats.</li> </ul> </li> <li>➤ There are other sites currently at the planning and negotiation stage at:- <ul style="list-style-type: none"> <li>• <b>Home Farm, Portree</b>: two sites for up to 45 houses and 33 houses and flats.</li> <li>• <b>Raasay</b>: 5 houses (3 for Raasay Community Trust) and house plots.</li> <li>• <b>Uig</b>: 3 houses.</li> <li>• <b>Glenelg</b>: 4 houses</li> <li>• <b>Portree</b>: land-banking of large residential site adjacent to Home Farm.</li> <li>• <b>Dunvegan</b>: housing capacity study underway as part of joint working with The Highland Council in the re-</li> </ul> </li> </ul>

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	<p>provisioning of the primary school and football pitch.</p> <ul style="list-style-type: none"> <li>• 14 Harbour Street, Plockton: appointed as Development Agent by The Highland Council for the refurbishment of the property.</li> </ul> <ul style="list-style-type: none"> <li>➤ Shared Equity enquiries have increased with four resales completed and further sales in progress.</li> <li>➤ The Adaptation Programme for 2020/2021 for the provision of access ramps and level access showers to our existing stock has been confirmed by the Scottish Government.</li> </ul>
6.	<p><b><u>CARE &amp; REPAIR/HANDYPERSON SERVICES</u></b></p> <ul style="list-style-type: none"> <li>➤ Both services continue to assist our elderly and disabled folks within Skye &amp; Lochalsh, with Care &amp; Repair works for level access showers and home improvements recommencing whilst adhering to health and safety protocols.</li> <li>➤ Our Handypersons have been very busy during lockdown in assisting clients with aids and equipment and Telecare installations. Often working outwith 9.00 am – 5.00 pm and at weekends, Handypersons have assisted NHS Highland with hospital discharges to a safe home environment.</li> <li>➤ The Handypersons are now allowed to undertake Telecare annual testing again and are currently working through the backlog.</li> </ul>
7.	<p><b><u>PROPERTY AND TECHNICAL SERVICES</u></b></p> <ul style="list-style-type: none"> <li>➤ Change of Tenancies continue to be addressed in a timely manner.</li> <li>➤ Emergency and High Priority repairs also continued to be addressed.</li> <li>➤ Fire Safety and legislative upgrading on Smoke and Heat detectors progressing well despite the COVID access restrictions as is the New Legislative Electrical 5 Yearly Electrical Testing.</li> <li>➤ Annual Heat Pump servicing progressing well.</li> <li>➤ Annual Fire Alarm / Emergency Lighting Testing – now 100% Complete.</li> <li>➤ All repairs requests received continue to be logged to ensure non-essential repairs can be attended to once COVID restrictions are further eased. We plan and envisage attendance to address these non-essential repairs to recommence early in 2021.</li> <li>➤ Our Estates Management team continue to attend to the winter maintenance programme of works, as identified during</li> </ul>

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	<p>survey inspections, prioritising around all our schemes.</p> <ul style="list-style-type: none"> <li>➤ Our Planned Maintenance (replacement windows / kitchens / bathrooms / heating systems) remain on hold for the time being, however we have plans in place to recommence once pandemic restrictions are further eased.</li> <li>➤ Cyclical painting work continue (when weather conditions permit) around the North Skye are and a further two communal flatted developments in Portree have been completed since the previous bulletin.</li> </ul>
8.	<p><b><u>HOUSING SERVICES</u></b></p> <ul style="list-style-type: none"> <li>➤ There are some on-going anti-social behaviour cases that we have had to deal with and we are working with Police Scotland on these cases.</li> <li>➤ We have continued to allocate housing, working with The Highland Council and prioritising Homeless Applicants and those with emergency reasons to leave their accommodation. Our new build development at Main Street, Kyle was allocated and is now fully occupied. There has been an increased number of re-lets of our existing stock becoming available recently.</li> <li>➤ We are seeing consistent numbers of Highland Housing Register applications being received and processed.</li> <li>➤ Monthly Reports are provided to the Scottish Federation of Housing Associations and the Scottish Housing Regulator on the number of vacant properties arising, the total lets to homeless applicants and the total number of properties we have leased to The Highland Council to provide temporary homeless accommodation so that the impact of the lockdown can be monitored.</li> <li>➤ The public consultation on the changes we are proposing to make to the Highland Housing Register Housing Allocation Policy ended on 7 December 2020. The results of the consultation will be reviewed in the new year and a decision on any changes to the Policy will be agreed by all Highland Housing Register Partners.</li> </ul>
9.	<p><b><u>ENERGY ADVICE SERVICES</u></b></p> <ul style="list-style-type: none"> <li>➤ The Energy Advice Team has returned to carrying out in-home visits.</li> <li>➤ As the cold weather season is upon us, the Energy Advice Team are keen to support tenants and the wider public with concerns about energy costs and comfort levels, who are interested in finding out more about the possibilities for Energy Switching. Please email the energy advisors at <a href="mailto:energyadvice@lsha.co.uk">energyadvice@lsha.co.uk</a>.</li> <li>➤ With the support of the William Grant Foundation and Energy Action Scotland, our Energy Advice team have funding to</li> </ul>

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	carrying out monitoring of Skye and Lochalsh homes and have concerns with poor humidity management and dampness and are happy to visit you in the coming winter months to carry out a free assessment.

### **CONTACT DETAILS**

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