

1983

**First Management Committee Meeting** held in The Royal Hotel, Portree, on 21st March 1983.

BUIDHEANN TIGHEADAS LOCH AILISE AGUS AN EILEIN SGITHEANAICH  
Minutes of Management Committee Meeting - 21st March 1983, Royal Hotel, Portree

Present: Andrew Leslie - Housing Corporation  
J.A. MacLeod  
Mrs. O. Parker  
Mrs. Pat Walsh  
Mrs. J. MacIntosh  
D.A. Morrison  
C. Maclean  
R. MacDougall  
Iain Christie - Attending

Apologies: Roger Hutchinson.

1. Mr. D.A. Morrison was elected chairman of the Buidheann. C. Maclean was appointed interim secretary until such time as the Buidheann is in a position to make some other arrangement. It was decided to defer the appointment of a Treasurer. The possibility of co-opting a Treasurer was discussed.
2. The need to co-opt members was raised. It was suggested that in doing so geographical representation should be improved. Mr. Leslie pointed out that while it was wise to improve geographical 'spread' of committee members, members should not look on themselves as delegates from their home areas. The committee should be working together for the general good of Skye and Lochalsh.
3. It was decided to adopt Buidheann Tigheadas Loch Ailise agus an Eilein Sgitheanaich as the association's official name.

Excerpt from first Committee minutes

1984

**First AGM** of Buidheann Tigheadas Loch Ailise agus an Eilein Sgitheanaich chaired by D.A. Morrison in Broadford Primary School on 22nd May 1984.

1985



Lephin Park, Glendale

Sir Hugh Cubitt hands over the keys of the **first Housing Association property** at Lephin Park, Glendale, to Mrs Marion Morrison. The four properties at Lephin Park cost a total of £140,000 to build.



Lephin Park, Glendale

1986

**Lachie MacDonald** takes up the position of Director of the Association from 1st April 1986. Mr MacDonald was previously Director of Central Govan Housing Association in Glasgow.



Lachie MacDonald

**Charles Kennedy, MP**, performs the opening ceremony of the 6 houses at Cnoc a'Chonaisg, Ardvassar, on 30th September 1986.

Lachlan MacDonald Esq.,  
14 Sandhaven Road,  
GLASGOW,  
G53 7DA

11th February 1986

Dear Mr. MacDonald,

POST OF DIRECTOR

With reference to your application and interview for the above post, it was unanimously agreed at our meeting of the Association on Monday, 10th February, 1986, to offer you the post of Director subject to satisfactory references being received from the two referees who you named in your application form. It would be appreciated if an early reply indicating your acceptance or non-acceptance of the post be forwarded to the above address.



Charles Kennedy, MP, at the opening of Cnoc a'Chonaisg, Ardvassar



House Plans, Cnoc a'Chonaisg, Ardvassar

1990



D.A. Morrison MBE

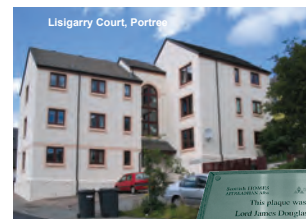
**D.A. Morrison** is awarded an MBE for services to Housing.

1991

**Lord James Douglas Hamilton** unveils a plaque to commemorate the Association's first **Design and Build** project at Lisigarry Court, Portree on 1st November 1991.



Lisigarry Court, Portree



Lisigarry Court, Portree



1992

Fourteen 2-bedroom and 3-bedroom bungalows are available from February 1992 on a **Shared Ownership** basis. Potential buyers can purchase 25%, 50% or 75%, and prices start at £39,500.



Site Layout, Creag an Iolair, Portree



Creag an Iolair, Portree

1992/1993

## 100th House Built by Lochalsh & Skye Housing Association

1993

**Shelter**, the national homelessness organisation, hands over administrative responsibility for the **Skye & Lochalsh Care and Repair project** to the Association in March 1993.



BUIDHEANN TIGHEADAS LOCH AILSE AGUS AN FFILEAN SUTHEANAICH LTD  
LOCHALSH AND SKYE HOUSING ASSOCIATION LTD

The Director went on to highlight two ways in which the Association is attempting to increase choice in housing solutions within the District. Firstly, the Association has assumed responsibility as the agent for Scottish Homes and the District Council for the implementation of the Care and Repair project. The project aims to assist elderly and/or disabled applicants to carry out improvements and repairs to their homes. Secondly, the Association is acting as the agent for Scottish Homes in co-ordinating the Rural Home Ownership Grants which are available to eligible first time buyers wishing to build their own homes.

Excerpt from Director's Report, AGM, 1993

**Rural Home Ownership Grants** are introduced in November 1993.

1994

The Association's **new office** is opened at Bridge Road, Portree, on 18th April 1994, by **Heather Sheerin**, Chairperson of Scottish Homes. There are now four members of staff, and the Director declares himself "delighted" with the one-and-a-half storey, 1,600 square feet of space.



**Lachie MacDonald and Iain McIvor in the new Association office in Bridge Road**



10th Anniversary Celebration, Skeabost

Skye woman **Mary MacSwan** becomes the 100th person to receive a Rural Home Ownership Grant from Scottish Homes.

## Skye woman is 100th homeowner

A SCOTCH woman died to be released after a year of 14 years, was presented with a set of crystal glasses by Scottish Home Secretary for being the 100th House Ownership Great customer.

Mary MacGowan, who has lived in a residential care home for her mother-in-law's will in Falkland in North West Isles, was presented with the gifts to mark the occasion at a lunch in the Magnus Hotel, Lerwick yesterday.

The received a 47,000 gift from the housing agency, marking her own two-decade-long journey after losing her first home.

Scottish Home Secretary, Dr Tom Dingwall — who presented her with the gifts — said: "We have asked Mrs MacGowan to come back today as a milestone and ability to help women in rural

☐ SANDRE VAN BEELAN

"Mrs. MacIntyre is a good example of the sort of leg-up assistance we can provide," says Mary from the Second-Office. She is an auxiliary nurse who, after her husband died, lived alone with her mother. "I had to live on my wits," she says. "I had to get right to the craft she has been living on."

"Were we not able to offer her assistance to purchase the house, we would have had to turn to a court since it was her own, it stood away from

"We assumed she would just lie

craft in our house, but when Alvin died in May 1991, and his brother Herman died in February 1992, she left the craft to my husband's daughter (EJ246).

"Tomorrow is still a good day to go," says the man. "The tide is still in."

**Peter MacKinlay**, the Chief Executive of Scottish Homes, opens **Phase One** of Home Farm, Portree, a mixed tenure development of 34 properties.



D.A. Morrison and Peter McKinlay at the opening of Phase One, Home Farm, Portree



Ground Plan, Phase One, Home Farm, Portree

1996/1997

## 200th House Built by Lochalsh & Skye Housing Association

1997

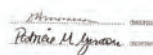
**Pat Gordon**, the Association's Secretary, is awarded an MBE in the Queen's Birthday Honours List in June 1997 for valued service to the Community.



Pat Gordon, MBE



### First Balance Sheet



Lochalsh & Skye Housing Association gains **Investors in People** status in February 1997 in recognition of its staff development programme.



1998

The **Handyperson Project** starts on 1st September 1998 as a partnership with Skye & Lochalsh Community Care Forum to help elderly and disabled people by carrying out small jobs in their homes.

The clients only have to pay for any materials used.



Oronsay Court, Portree

**Calum MacDonald MP**, Scottish Housing and Gaelic Minister, opens **Oronsay Court**, a development of 13 homes in Portree, on 9th October 1998. Oronsay Court includes supported accommodation for people with learning difficulties.



Calum MacDonald, MP, at Oronsay Court, Portree

1999

In partnership with The Highland Council's Social Work Services, the Association wins a **Quality Award** in October 1999 for the work done in meeting the needs of people in the community with learning disabilities.



Overall Site Layout, Oronsay Court, Portree

1999/2000

300th House Built by Lochalsh & Skye Housing Association

2001

**D.A. Morrison** steps down as Chairperson of the Association in June 2001 after 18 years of service. **Isabel Moore** is elected as Chairperson.



#### Election of Office Bearers

The Chairman duly left the Chair and the Director temporarily chaired the meeting during election of the Chairman. Mrs P Walsh thanked the outgoing Chairman on behalf of all Management Committee Members and Staff for his eighteen years of Chairmanship and commitment to the Association.

#### Nomination of Chairman

Mr D A Morrison proposed Mrs J Moore as Chairman, seconded by Mr I MacLennan and approved unanimously. There were no other nominations.

SGM Minutes, 2001

2002

The Association's new office is named after its former chairperson, D.A. Morrison, and is opened by him on 9th August 2002.



Morrison House, Bayfield, Portree

There are now 14 full time staff employed by the Association.



2003

The Association gets the go-ahead in June 2003 to develop the 50-acre Home Farm for more than 200 homes.

The development will accommodate up to 600 people in a mixture of low cost ownership and rented properties, as well as 50 privately sold houses.



Lachie MacDonald with the plans for the development of the 50-acre Home Farm site

2003/2004

400th House Built by Lochalsh & Skye Housing Association

2004

The Association's Handyperson Service wins a **Highland Council Quality Award** in November 2004.



Gedff Hackett, Lachie MacDonald and Julia Rudram, Occupational Therapist, The Highland Council

A Highland Council Quality Award has been awarded to the Lochalsh and Skye Housing Association Handyperson Project at a ceremony in Fort William.

The Handyperson Project provides a free small repairs and advice service to elderly or disabled clients. It also administers joint equipment stores in partnership with NHS Highland and Social Work Services providing a one stop shop for anyone requiring disabled aids, adaptations or medical equipment in their homes.

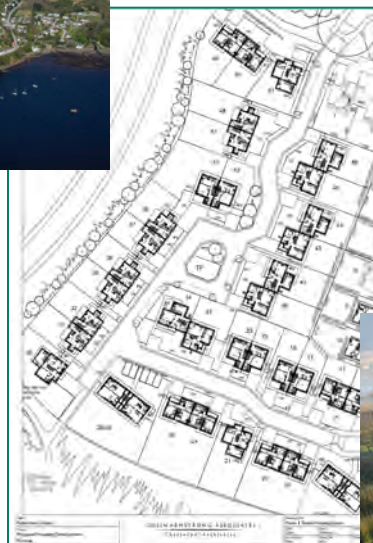
Over the last year the Project has assisted 1,200 satelised elderly and disabled residents of Skye and Lochalsh and was nominated for the Highland Council Quality Award by Social Work Services.

Gedff Hackett, Handyperson Co-ordinator said: "Everyone involved in the Handyperson Project should be applauded for all their hard work to bring this project into fruition.

"By providing access to an efficient service in a remote community, the project has given support to a wide range of customers in order for them to remain in safety and comfort in their own homes."

2005

Work begins on **Skye's biggest ever housing development** at Home Farm in Portree.



Site Layout, Phase 1, Home Farm, Portree



2007

**Stewart Maxwell, MSP**, the new **Communities and Sport Minister**, visits the Home Farm development in Portree in August 2007.



James Stephenson with Stewart Maxwell at Home Farm

First tenants get the keys to their new homes in **Rathad an Fheoir, Home Farm, Portree** in September 2007.





2007



Calum MacPhee and Iain McIvor

The Association wins a **Highly Commended** award at the **2007 National Energy Efficiency Awards** in London in recognition of its work towards improving energy efficiency and reducing carbon emissions and fuel poverty.



The Association is installing heat pumps at its new properties at Home Farm, and is constructing a district heating scheme which will serve 128 homes and be fuelled by locally-sourced timber. Low-energy light bulbs and Power Down devices are also being given - free of charge - to Association tenants.

Charity Details		Operations	
1 Charity Number:	SC038019	1 Charity Status:	Active
2 Charity Name:	Buidheann Tigheadas Loch Aillse agus an Eilein Sgitheanaich Ltd	2 Constitutional Form:	Industrial and Society
3 Registered charity from:	03/04/2007	3 Accounting Period End:	31 March
4 Known Name:	Lochalsh And Skye Housing Association	4 Gross Income:	
5 Address:	Morrison House Bayfield Portree Isle Of Skye IV21 1BW Principal Office address	5 Geographical Spread:	Victor, but authority an Highland
6 Postcode:		6 Main Operating Location:	19/06/2006
7 Office/home address:		7 Last Updated:	Relief of the through Age Disability
		8 Purposes:	Benefits Old Benefits Dis
		9 Beneficiaries:	

The Association achieves charitable status in April 2007.



A non-charitable subsidiary company called **North West Highland Community Enterprises Limited**, is set up by the Association.

2008

**Isabel Moore** steps down as Chairperson of the Association in June 2008 after 7 years of service. **Ian MacLean** is elected as Chairperson.

2008

The Association celebrates its Silver Jubilee

In the Autumn of 1982, a dedicated voluntary group of local people who wished to see increased housing investment in the Skye and Lochalsh area got together and decided to try and set up a housing association. With the help and advice of staff from The Housing Corporation in Edinburgh and the enthusiastic backing of Skye and Lochalsh District Council, Buidheann Tigheadas Loch Aillse agus an Eilein Sgitheanaich Limited (Lochalsh and Skye Housing Association) was established and formally registered on 9th May 1983.



Pat Walsh and Isabel Moore cut the cake

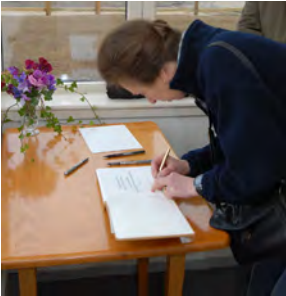


25 years later, the Association celebrated its Silver Jubilee at the Cuillin Hills Hotel in Portree.



2008

## 500th House Built by Lochalsh & Skye Housing Association



The Association is honoured by a visit from **Her Royal Highness, The Princess Royal**, on **22nd July 2008**. The Princess is shown around the Home Farm, Portree, development, and expresses her interest in the Biomass Heating system.

The Princess presented a key to **Mrs Nicola Rust**, the tenant of the 500th house built by the Association, and signed a commemorative book to mark the occasion.



Nicola Rust and her daughter Fiona meet Princess Anne

**Eco Kettle**

- Will only boil the amount of water required
- Internal reservoir holds 1.5 litres of water ready for use
- Saves energy, water and time
- Uses over 30% less than standard kettles
- Recommended by the Energy Saving Trust

As simple as wallpaper to apply, Sempatop Thermal provides warmer living conditions within the home, helps minimise heat loss through cold walls and dramatically reduces the incidence of condensation. It can be decorated with virtually any finish - emulsion, wallpaper - even tiles. It can also be used on ceilings, and a different version has been developed for floors.

It reduces condensation because it makes the wall surface warm, and moisture will not condense on warm surfaces. It can also be used for sound insulation.

We hope to be able to supply Radiator Heat Reflector Panels to existing stock.

**Smart Meter**

We hope to acquire a number of Smart Meters for distribution to our tenants on a rotational basis.

**Heat Keeper Panel**

### Energy Saving Measures

**Loft Insulation**

Loft Insulation Programme to be carried out on 350 existing LSHA properties.

3,500 E-on Powerchairs distributed.

**Only One Message**

"I couldn't believe the effect the cavity wall insulation has had on my heating costs. I have had to turn down the heating as a result and this will save me money. For the first time ever, I haven't had no complaints about a rent increase as the saving on my heating would be more than the increase."

LSHA Tenant, Portree

In August, **Mr Stewart Maxwell, MSP**, the **Communities and Sport Minister**, comes to view one of the exhaust air systems which the Association have started to install in their properties. In order to comply with the **Scottish Quality Housing Standard**, the Association aim to install renewable heating systems into all their its over the next few years.



Mr Stewart Maxwell, MSP, and Mr Calum MacPhee of LSHA

An exhibition of some of the energy-saving measures being put into place by the Association is set up in Morrison House, and Mr Maxwell and representatives from **Eco Living** and the **Energy Savings Trust** are in attendance.

**Micro CHP**

We are currently looking into the possibility of installing a Micro CHP system within one of our existing properties to evaluate the effectiveness of these systems.

**Solar Thermal/Electric Roof Tile**

We explored the possible installation of solar electric roof tiles for our office in Portree but found that the costs did not justify the returns. We hope to further investigate for our future new build developments.

2008

In September the Association completes 28 new affordable homes at Skylark Court and Clochsa nan Cuariadhean at **Campbells Farm, Broadford**. 16 houses are offered for rent, and 12 houses are available for shared equity. An Open Day is held to allow people to have a look around the development.



Skylark Court, Campbells Farm, Broadford

The properties benefit from the use of solar panels, which are capable of providing up to 50% of each household's hot water and Scottish-grown larch is used for external cladding.



Councillor Hamish Fraser makes a speech at the Open Day in Campbells Farm, Broadford



2008

At **The Highland Council Quality Awards** held on Friday 7th November in Thurso, the Highland Housing Register won the **Category 6 Award for Joint Service Delivery: Housing and Property**.

The **Highland Housing Register** was developed jointly by The Highland Council and the five major Associations operating in the council area – **Albyn, Cairn, Lochaber, Pentland, and Lochalsh & Skye**. It is unique nationally because there is one shared application form, a shared ICT system, a shared policy and therefore a single shared housing need assessment process.

**Lachie MacDonald**, Lochalsh & Skye Housing Association's Director, expressed his delight that the partnership working which had been essential to the success of this project had been recognised by the award.



On 10th November, at the **Saltire Society Awards** ceremony in Glasgow, the Association won a **Housing Design award** for a four-house development in Coishletter, near Portree.

The architects were **Rural Design**, and partner **Alan Dickson** said "We are delighted that the Coishletter project has been recognised by the Saltire Society, it really underlines that Lochalsh and Skye housing Association are at the forefront of good quality sustainable housing design in Scotland".

At the **EAS EnergySavers Award 2008** run by fuel poverty charity **Energy Action Scotland** and supported by **eaga**, the Association won Scotland's top award for its energy efficiency commitment in general.

Presenting the award, **Jackie Baillie, MSP**, Dumbarton, described the Association's energy

efficiency work as '*a shining light to other housing providers*'.



From left: Norman Kerr, Director, Energy Action Scotland; Jackie Baillie MSP, Honorary Vice President, Energy Action Scotland; Calum MacPhee, Technical Officer, Lochalsh & Skye Housing Association; and John Clough, Chief Executive, eaga.

2008



INVERNESS ARCHITECTURAL ASSOCIATION

NORTH OF SCOTLAND AND ISLANDS CHAPTER OF THE ROYAL INCORPORATION OF ARCHITECTS IN SCOTLAND

COMMAN AILTIREACHD INBHIR NIS

MEUR CHEANN A TUATH NA H-ALBA'S NAN EILEAN DE AONACHADH RÌOGHAIL NAN AILTIREAN AN ALBA

The Inverness Architectural Association (IAA), formed in 1916, announced the winners of their 2008 Awards at a ceremony held at the Eden Court Theatre on 14 November. The IAA 'patch' covers the entire Highlands and Islands, including Lochaber and Moray.

Best New Building; Mary Arnold Forster of Dualchas Design for 'The Shed' at Tokavaig, Sleat, Isle of Skye.  
Commendation; House at Uig, Skye; Dualchas Building Design  
New Life for Old Buildings; Dualchas Design for 'An Gearasdan', Glenelg

Place Making; Rural Design for Sustainable housing for Lochalsh & Skye HA at Edinbane, Skye.

Commendation; Bruce & Neil, Chartered Architects for the conversion of The Old Distillery, Fort William.

Green Energy Awards 2008, Thursday 4th December 2008 at The Assembly Rooms, Edinburgh.

The projects recognised in the **Green Energy Awards** single out excellence and reflect a growing body of evidence that Scotland is moving towards a flourishing low carbon economy.

The Association achieved **Finalist** status in the **Best Renewable Project Award**. This award is given either to a physical renewable project in Scotland established in the last three years that is producing renewable energy and offsetting carbon emissions, or an initiative with a physical presence that is offering support to the wider renewables industry.



2009

At the **COSLA Excellence Awards** held on 5th March 2009, the Association's work as a key partner in **The Highland Housing Alliance** was recognised when the Alliance and The Highland Council's Housing & Property Service won the "**Service Improvement and Innovation**" Category for the landbanking project which identifies land for affordable housing projects throughout the Highlands.



**The Landbank Fund** which was set up by The Council has enabled the Alliance to source sites for more than 1,400 affordable homes in both the public and private sectors. The surpluses generated by the sale of private houses has been used to subsidise housing association developments as well as contributing over £1 million for charitable housing activities such as homelessness projects and Handyperson Schemes.

**Lachie MacDonald, Director**, represented the Association at the Awards which were held in St. Andrews.



2009

## Bronze Age Burial Site Excavated on Skye

From September 2009 until January 2010, the Association employ **archaeologists** to excavate a previously unknown burial site at **Armada** dating to at least the **Bronze Age, 4000 years ago**.

**Seven stone-lined graves**, known as **cists**, contain **cremation** and **inhumation** burials. One cist yields three **finely-made flint arrowheads**, **two flint knives** and a variety of other artefacts. The excavation also reveals **three standing stones** at the centre of the site.

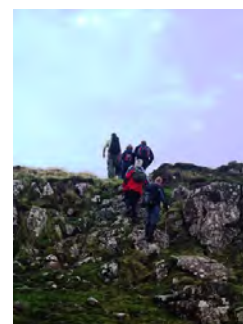
**Arc-Eolas Shleite (Archaeology Sleat)** is formed by the Sleat Community in response to the dig and hopes to reconstruct part of the site near to its original location and to return the artefacts found to Sleat for display.



## Staff Sponsored Walk

To celebrate our Silver Jubilee, staff members went on a **sponsored walk** to Glenbrittle in April 2009.

We raised over **£4,000** towards **MacMillan Support Care**.



## Handyperson Services Install and Maintain Telecare

In **November 2009**, **Handyperson Services** commence the installation and maintenance of **Telecare devices**, for elderly and disabled residents, on behalf of **The Highland Council Care at Home Services**.



In addition to the traditional **Helpcall** device, a range of additional sensors can be added, the most popular being **Bed and Chair Occupying Sensors** and **PIR Movement Sensors** for fall detection. These sensors use a paging system to alert carers or members of the family or they can be linked to a central call-centre in Aberdeen.

2010

600th House Built by Lochalsh & Skye Housing Association

### Technical Services

In **May 2010**, the Association employs two joiners to work on its planned maintenance including the installation of windows, doors and kitchens in our existing properties.

**Mr Angus Campbell** and **Mr Angus MacIntosh** are the first tradesmen directly employed by the Association to work in our expanding **Technical Services Team**.



2010

### Energy Advice Service

In **June 2010**, **Grant Awards** are approved by the **Climate Challenge Fund** and **The Highland LEADER Programme** to establish a new **Energy Advice Service** in Skye and Lochalsh to run initially until **March 2012**.

**Mr Donnie MacKay** is employed as **Energy Advice Service Co-ordinator** and **Ms Moira Scobbie** as **Energy Advice Service Officer** from June 2010 to deliver the new Service.



Lochalsh & Skye Housing Association  
**Energy Advice**  
Services

### Former Youth Hostel, Kyleakin

Kyleakin Youth Hostel - Elevations



In **May 2010**, work commenced on transforming the former **Youth Hostel** in **Kyleakin**, Isle of Skye into **twelve flats** including four properties which will be used by **The Highland Council's Social Work Services** for **special needs accommodation**.

At a **Special General Meeting** held on **28 June 2010**, the membership unanimously approved a proposal to adopt the 2009 Model Rules published by the **Scottish Federation of Housing Associations** in conjunction with the **Scottish Housing Regulator**.



## Burnside, Plockton

On **19 July 2010**, an **Open Day** is held to mark the completion of **twenty four houses at Burnside, Plockton**. Fifteen of the houses are for rent and nine for sale on a shared equity basis.



The **Open Day** was attended by members of the local community together with the new occupiers and representatives from the Association's **Management Committee** and **staff**.

2010

## Rathad a Chidhe, Ardvasar



In **October 2010**, another new development is completed at **Rathad a Chidhe, Ardvasar**, consisting of six houses for sale on a shared equity basis and five for affordable rent.



To mark the occasion, **Mr Ian MacLean**, Chair of the Association, and **Mr Roddy Murray**, Chair of **Sleat Community Council**, planted a tree in the grounds of the new development, assisted by **Ms Isabel Moore** from Sleat who has served on the Association's Management Committee for more than 27 years.



2011



In April 2011, **Janet Masson** is appointed as **Rent Administration Officer**. Janet had been working in the Property Services department, and transferred to Finance Services.

As Rent Administration Officer, Janet assumes responsibility for operating rent accounting systems, monitoring balances, taking effective action to minimise income losses and providing good quality advice and support to our customers.

2011

Aitemore Road, Dornie

In **May 2011**, we completed 8 new rented properties for the Association and a Day Centre in **Dornie**, built on behalf of **The Highland Council**. The rented properties have been designed to cater for the **special needs of older tenants**, with level access 'wet room' shower rooms, generous circulation spaces and a practical layout.



Day Centre, Dornie

The **Day Centre** was created by providing a number of multi-purpose rooms, fitting of two folding partitions within the main lounge/dining area and the provision of en-suite facilities to one of the two offices. The extensive use of glass on the west elevation takes full advantage of the **panoramic views** offered by the building's elevated position.



View from the development

The development is known as **Aitemore Road, Dornie**.

2011

Scottish Home Award "Rural Housing Development"



In June 2011, the Association's **Burnside, Plockton** development won the **Scottish Home Award** for "**Rural Housing Development of the Year**".

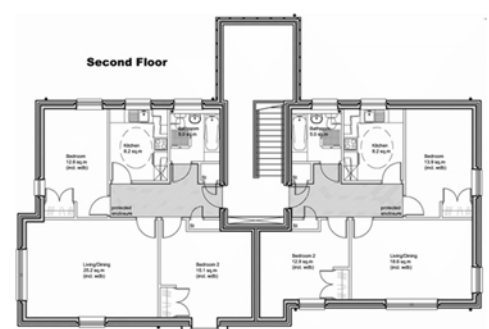
**Pier Road, Armadale**, was **highly commended** in the "**Small Affordable Housing Development**" category.

2011

Home Farm, Portree, Shared Equity Flats

In August 2011, the Association completed **two blocks, each containing six two-bedroom flats** available for sale on a **Shared Equity** basis.

Centrally located in **Portree**, the flats are '**energy efficient**' and finished to a high standard. Heating and hot water is provided by a '**biomass**' district heating system using a '**pay as you go**' payment service.





2011

## Obbeside, Kyleakin



In its latter years, the **Marine Hotel** in **Kyleakin** was used as a hostel, run by the **Scottish Youth Hostel Association**. Before the hostel was closed and placed on the open market in **2007**, it was considered by many to be a local eyesore.

In **October 2011**, the Association completed **twelve flats** (eight 2-bedroom and four 1-bedroom), known as **Obbeside**, all for affordable rent.



To make the most of the frontal sea views and the **River Obbe** at the rear, **balconies** were added to the front and back of the building. The removal of the external buildings allowed for space for a **rear courtyard** and this provided a total of **8 parking spaces**, including spaces for **disabled use** and **bicycle parking**.



2012

## The Old Surgery, Kyle of Lochalsh



Original NHS Medical Practice Building

A development opportunity arose in 2008 when the **Kyle NHS Medical Practice** re-located to a new purpose-built facility in the village. The old surgery building on **Church Road** was now surplus to requirements and the Association took the opportunity to purchase the site from **NHS Highland** in 2010.



The existing surgery had been built in the early 1970s, and was considered dated and unsuitable for conversion. As there was considerable demand for flats in the Kyle area, the Association decided to demolish the existing building and construct a modern building containing **four 2 bedroom flats** with off-road parking. The development was completed in **January 2012**.

2012

## Pairce na Sgoile, Raasay



In **February 2012**, two 3 bedroom **semi-detached houses** and one large 4 bedroom **house** were added to the existing 4 properties at **Pairce na Sgoile, Isle of Raasay**.



2012

## Regulation of Social Housing in Scotland



In **February 2012**, the **Scottish Housing Regulator (SHR)** published the new regulatory framework for Social Housing in Scotland. **SHR** guidance states:-

We regulate social landlords to protect the interests of people who receive services from them. We do this by assessing and reporting on:

- how social landlords are performing their housing services
- RSLs' financial well-being
- RSLs' standards of governance

We intervene to secure improvements where we need to.

### Chair's foreword

I am pleased to introduce the new regulatory framework for social housing. Its publication marks the end of a significant first year for the independent Scottish Housing Regulator and the move into a new era for social housing regulation.



After careful scrutiny of our regulatory proposals, the wider regulatory framework and consultation, we have published the new regulatory framework for social housing. The framework will help to protect and improve the interests of tenants, landlords, and the wider community.

The approach, which is based on a proportionate, focused, and transparent regulatory framework, will help to ensure that social landlords are providing good quality housing and services to their tenants.

Our overall philosophy is to build on the strengths of the existing regulatory framework, while introducing new measures to improve the quality of housing and services. Our powers and tools will be used to ensure that social landlords are providing good quality housing and services to their tenants.

Social landlords will be expected to provide a high quality of housing and services to their tenants. Our powers and tools will be used to ensure that social landlords are providing good quality housing and services to their tenants.

I look forward to working with my fellow board members, staff, and the wider community to ensure that the new regulatory framework is implemented successfully.

*Kay Blair*  
Chair, Scottish Housing Regulator  
February 2012

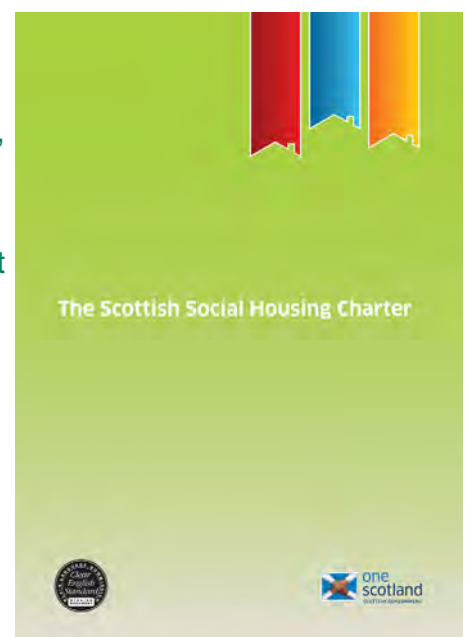
2012

## Introduction of the Scottish Social Housing Charter

In **April 2012**, the **Scottish Social Housing Charter** came into effect. The Charter is designed to help to improve the quality and value of the services that social landlords provide, and supports the Scottish Government's long-term aim of creating a **safer and stronger Scotland**. It will do so by:

- stating clearly what tenants and other customers can expect from social landlords, and helping them to hold landlords to account
- focusing the efforts of social landlords on achieving outcomes that matter to their customers
- establishing a basis for the Scottish Housing Regulator to assess and report on how well landlords are performing.

This assessment will enable the **Regulator, social landlords, tenants** and other customers to identify areas of strong performance and areas needing improvement. The Regulator's reports will also help the Scottish Government ensure that **public investment** in new social housing goes **only to landlords assessed as performing well**.





2012

## Isabel Moore retires from the Management Committee

After almost 29 years of service as a Management Committee member **Isabel Moore** retired at our last meeting. Isabel has attended all of the



Isabel Moore

Association's AGM's since the first one in 1983. She has been a regular attendee at the monthly meetings, missing very few in these 29 years.

Isabel was the Vice-Chairperson, then Chairperson, of the

Association for 6 years, only standing down from the Chair due to changes in national policy which dictated a set period of time one could remain as Chairperson.

Her leadership as Chairperson, her knowledge, her enthusiasm, her quiet manner, her encouragement towards new members, both committee and staff, will be enormously missed. We wish Isabel "good health", just as she leaves the Association in "good health", all due to her diligence and commitment to the Association and its objectives. **A big, big, thank you from us all, Isabel.**

Taken from Chairperson's Report, AGM 2012

In **June 2012**, **Ms Isabel Moore** from Tormor, Sleat, retired as a voluntary **Management Committee** member after **29 years** of service.

Paying tribute to Ms Moore, the Association's Chairperson, **Ian MacLean**, said: "Isabel's knowledge, enthusiasm, quiet manner and her encouragement of new members of staff and the Committee will be missed enormously.



Ian MacLean

We wish her "good health" in her retirement, just as she leaves the Association in "good health" due to her diligence and commitment to the Association and its objectives."



2012

## Appointment of Tenant Adviser



In **July 2012**, in preparation for the Welfare Benefits changes, the Association appointed **Fiona McAdam** as **Tenant Adviser**. Fiona delivers a supportive service to tenants by providing advice, information and practical assistance on a wide range of issues including **housing options, welfare rights, personal finance, life skills** and the **promotion of personal independence**.

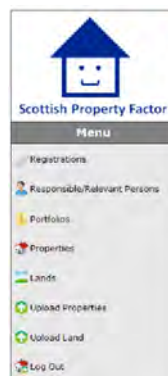
As Tenant Adviser, Fiona liaises with all other relevant staff and external agencies to ensure that a supportive service to tenants can be provided efficiently and effectively. She also assists in the implementation of the Association's **Tenant Participation Policy** and **Registered Tenants Organisation Policy**.

2012

## Accredited as Registered Property Factor

All organisations intending to operate as a property factor in Scotland after **1 October 2012** were required by law to register on the national **Property Factors register**.

In **September 2012**, the Association successfully submitted its data and was registered as **PF000139**.





In **October 2012**, the Association became an **anchor organisation** for the administration of the **Scottish Government's People and Communities Fund**. We submitted an application on behalf of **Rag Tag n Textile**, a charity based in Broadford.

**Rag Tag** is a social firm who aim to aid the recovery of people who have mental health challenges. They provide support, training, work experience and employment using recycled textiles and traditional crafts skills with a modern twist. Together with some volunteers, a small dedicated team of staff (mostly part-time), deliver training and support to their students, as well as workshops and masterclasses to the wider community.



The Association was delighted to receive notification in March 2013 that the application had been successful.



**North West Highland Community Enterprises Limited** is a wholly owned subsidiary of the Association which was set up to carry out activities which the Association is unable to carry out itself due to its charitable status.

In **January 2013**, the Company was involved in the letting of 5 mid-market rent properties at **Aitemore Road, Dornie** which it leases from the Association.

The rental income received by the Company will be returned to the Association in lease costs or Management fees. All profits generated by the subsidiary Company will be returned to the Association after their costs have been allowed for.

The 5 properties have **two double bedrooms** and are fitted with **floor coverings** throughout, **window blinds** and **kitchen white goods**.



Mid market rent aims to help people who may have difficulty accessing socially rented housing or buying their own home. The scheme helps those on low to moderate incomes access high quality affordable rented accommodation. The rent will normally be higher than that of a socially rented property, but lower than that of a private rented property.

#### Agenda Item 3

#### NORTH WEST HIGHLAND COMMUNITY ENTERPRISES LIMITED

REPORT FOR: Board of Directors  
DATE: 18 January 2013  
SUBJECT: LEASE OF MID-MARKET RENT PROPERTIES  
AUTHOR: Lachie MacDonald

1. Board members are advised that Lochalsh & Skye Housing Association are currently constructing 4 No. properties for Mid-Market Rent as part of their development at Dornie Phase 2. It is anticipated that these properties will be completed and available for occupation in January 2013.
2. It is a Grant Condition of the Scottish Government that these properties must be leased to Lochalsh & Skye Housing Association's non-charitable subsidiary company, North West Highland Community Enterprises Limited. It is envisaged that the Company will, in turn, let the properties to the selected occupants on Short Assured Tenancy Agreements. All of the foregoing is to be carried out in accordance with the guidance issued by the Scottish Government. These arrangements ensure that the Housing Association does not breach the rules regarding its charitable status.



2013

## Appointment of 2 Painter/Decorators



In **April 2013**, **David** and **Andy Anslow** were employed by LSHA to carry out all types of painting, decorating and cleaning work in accordance with the Association's **Asset Management Policy**.

2013

## Introduction of Under Occupancy Charge

**From April 2013 – UNIVERSAL CREDIT (UC) starts to be introduced**

The Association will be regularly communicating with our tenants on this major benefit change as it directly affects how tenants will pay their rent in future.

**Direct Payments** – presently the vast majority of tenants who receive Housing Benefit have it paid directly to the Housing Association. One of the key changes to be introduced as part of UC is that Housing Benefit will be replaced by a "housing costs" element within UC. For tenants of working age this housing cost will be paid direct to the tenant and not the Housing Association.

Tenants must ensure the housing cost is paid to the Housing Association every month. Tenants should start to prepare for this by ensuring they have a bank account.

**BEDROOM TAX – Under-occupation**

From April 2013, the number of bedrooms you have in your property will affect the amount of Housing Benefit you are entitled to. If you are of working age and you have more bedrooms than you require for your family (i.e. your property is under-occupied) there will be a restriction on the amount of Housing Benefit you will be entitled to – this is known as the "Bedroom Tax". You will be responsible for paying the shortfall.

**Size criteria – one bedroom for each of the following:**

- A couple
- A person aged 16 or older
- Two children of the same sex until their 16th birthday
- Two children until their 10th birthday (any gender).

(The size criteria for the Bedroom Tax differs from the current HHR Allocations Policy.)

**For under occupancy by one bedroom – a 14% reduction in benefit will apply.**

**For under occupancy by two or more rooms – a 25% reduction in benefit will apply.**

**From April 2013 – Disability Living Allowance (DLA) is to be replaced by Personal Independence Payments (PIP)**

All tenants currently receiving DLA will start to be re-assessed under a new benefit called Personal Independence Payment. Most people will be asked to attend a face-to-face consultation with a health professional.

**We will continue to provide advice and information and organise visits to your home so we can tell you first-hand what is involved. We may contact you in the next few weeks to update your household details.**

[www.LSHA.co.uk](http://www.LSHA.co.uk)

In **April 2013**, **Welfare Benefit** changes were introduced by the Government in Westminster.

The Association had previously contacted all tenants to inform them of the changes that would be taking place, including the introduction of the **Under Occupancy Charge** or "**Bedroom Tax**".

Tenants were invited to contact the **Tenant Adviser** at the Association to discuss any concerns or questions that they had regarding the changes.

2013

## Ian MacLean steps down as Chairperson



In **June 2013**, **Ian MacLean** stood down as **Chairperson** of the Association after 5 years' service.

"I am pleased to present this **30th Annual Report** of the Association and my fifth, and last, **Chairperson's Report** – our Rules require the Chairperson to stand down from office after 5 years' service.

I will conclude by thanking profusely all of our **Management Committee members** who meet every month and sometimes more often if they serve on our Sub-Committees. I have greatly appreciated all the support they have given me during my time as Chairperson. The Association exists because of this voluntary input and I am sure we will continue to go forward positively in providing assistance to those with a housing need in Skye and Lochalsh. "

Ian MacLean, 24 June 2013

John Laing takes over as **Chairperson** of the Association.



2013

## Joint Development with Scottish Government

### Members of the Scottish Government visited the joint development in September 2013



Phase 2 of the Association's Dornie development was part of a **joint project** with **The Highland Council**, who bid successfully for six units for rent under the Highland Council element of the **Innovation and Investment Fund**.

The six Highland Council units for rent were constructed by the Association.

2014

## The "Tenants' Voice" Group established

Following an initial meeting in May 2014, a new tenant scrutiny panel was set up. In **June 2014**, the group adopted the name **Tenants' Voice**. The group will meet regularly to discuss issues such as anti-social behaviour; the reporting on the Scottish Social Charter outcomes and re-let standards.

The group went on a visit to the latest development at Home Farm, Portree, which was almost at completion. They viewed the different properties and gave feedback to the Association staff on their likes and dislikes to assist the Association in designing new projects.



2014

## Completion of Home Farm, Portree, Phase 6a

In July 2014, 15 houses and flats at **Phase 6(a), Home Farm, Portree**, were completed. The development is known as **Sraid an Eorna**.

Four flats for rent in the development were built for **The Highland Council**.

The remaining 11 properties are rented out by the Association.







2014

Green Deal Award

The Energy Advice Service became an accredited Green Deal Advice Organisation in November 2014.

This means that they can produce Green Deal reports required by householders who want to claim Renewable Heat Incentive, or apply for a Green Deal Loan.



2015

Visit to the Home Farm, Portree by the Minister for Housing and Welfare



John Laing with Margaret Burgess

In August 2015, Margaret Burgess, MSP, the Minister for Housing and Welfare, paid a visit to Sraid an Eorna, Phase 6 at Home Farm in Portree. Ms Burgess was invited to plant a tree to mark the occasion, and was shown around the development by Chief Executive Lachie MacDonald and John Laing, Chairperson of the Association.



Lachie MacDonald, Margaret Burgess, Nigel Walker (Bank of Scotland) and John Laing

From the outset, Sraid an Eorna was designed on a multi-agency partnership approach involving the Association, The Highland Council, Ross-Shire Women's Aid, NHS Highland and Police Scotland. The development contains 31 homes for affordable rent; of these 4 cottage flats were built specifically for The Highland Council. A large family home has been made available to Ross-shire Women's Aid on an Agency Agreement, providing much needed temporary accommodation for clients fleeing domestic abuse.



A specially adapted bungalow for NHS Highland provides a core special needs unit for two clients with complex needs as well as a live-in carer. In addition, NHS Highland are able to accommodate a further four clients with special needs in rented properties at Sraid an Eorna.

A new hostel for Police Scotland provides accommodation and comfortable living and dining facilities for eight officers.

A new NHS dental clinic containing three dental surgeries has also been built at Sraid an Eorna.

2015

At The Highland Council's Quality Awards in November 2015, the Handyperson Telecare Project won under the category Supporting Caring Communities.



2016

The work of the Handyperson Telecare Project was also recognised in 2016 when it won a COSLA Bronze Award in the Service Innovation and Improvement Category.



2016

Lochalsh and Skye Handyperson, in association with NHS Highland, are commissioned by the Life Changes Trust to help people living with dementia - including carers.



Our Handypersons are approved to carry out a home check to see if there are any works that can be done straight away to make homes safer. This free, confidential and personal service aims to help anyone in Skye and Lochalsh living with dementia to stay safely at home for longer.



2017

The Association employs Lesley Kirkwood as Legal Services Manager.

2017

Pat Gordon Place

The Association completes the development of 11 properties for affordable rent at Phase 7, Home Farm, Portree. The development is named Pat Gordon Place in recognition of the late Mrs Pat Gordon MBE who was a founder member of the Association and our long-standing Company Secretary.



Pat was also a tireless supporter of many organisations in the voluntary sector and this gesture by the Council is a fitting tribute to her memory.



Members of Pat Gordon's family along with John Laing and Lachie MacDonald at the opening of Pat Gordon Place in August 2017