



Welcome to our Autumn 2023 newsletter

In this edition...

- Energy Advice update
- Employability support
- Your Right to Repair
- Get involved! Tenant Participation activities coming up
- Our Domestic Abuse Policy
- Legionella reminders
- Hold on to your trampolines! - Safely securing garden equipment
- Rent Consultation 2024 - 2025
- Counselling Care Skye & Lochalsh
- Office opening hours over Christmas and New Year

Energy Advice Update

Laura from Energy Advice has published the latest update on tariffs and energy prices on our website. We also have lots of helpful FAQs answered and signposting to support and help with energy bills. [Read the update here or ask us for a printed copy: https://www.lsha.co.uk/images/PDFs/EnergyAdviceAutumnNewsletter.pdf](https://www.lsha.co.uk/images/PDFs/EnergyAdviceAutumnNewsletter.pdf)

Remember all LSHA tenants can access free advice from Allenergy if you're struggling to heat your home and pay the bills. Remote over-the-phone support and in-person home visits can be arranged. Contact them today on 01631565183 or enquiries@alienergy.org.uk

Employability Support

We asked the amazing Sam Crowe (photo below) from the Highland Employability Service to tell us more about their work:

We are a free service provided by the Highland Council to help people back into work, training or further education. It is a needs-based service, so we will meet up folk, look at what they need and create an Action Plan.

For some people this plan might be getting some digital skills so they can apply for a job online, for others interview skills and creation of a CV. But it could also be rebuilding confidence to get to the stage where work or training might feel like an option, particularly for parents or carers who have been out of the workplace for a while. It's very varied, we look at what you need and your circumstances, then we go

from there.

We also have funding to support some clients with training or back into work. This can also include support to go into Self Employment.

Where are you based?

We have two workers based on Skye, also we have workers throughout the whole of the Highlands. We also use other organisations to support our work, for example we have online tutors who help with things like Digital Skills, SQAs etc

How can people reach out to you?

They just need to email employ.ability@highland.gov.uk and say they would like the service or if they would like more information, they can phone for a chat 07771 155158

What's the best bit about the job/can you share a positive story?

I really love the ability to work with someone to help them to find options that suit them.

I had a client who wanted to work, but had 2 small children and no childcare. We chatted and I discovered that her husband was self employed and she helped do his books. She started an online course in Book Keeping so that she could do some of her Husband's friends books and now she can work around the children.

I worked with a young person who hadn't really left the house since finishing School 2 years ago. We took our time to rebuild his confidence, slowly working up to him doing some volunteering. He discovered through volunteering that he was really interested in IT and is now on a College course doing Computer Coding.

I had a client who had some learning difficulties and wanted to get a job. We worked together to learn how to do a CV and complete application forms. I also supported him to be interview ready. Now he is working, I am there for him if he needs any support, but to be honest he is thriving.

As you can see we can help a variety of people, we just meet them where they are in life and see how we can help.





Your Right to Repair

Under the Housing (Scotland) Act 2001, Scottish secure tenants and short Scottish secure tenants have the right to have small urgent repairs carried out by their landlord within a given timescale. This is called the Right to Repair scheme.

The scheme covers certain repairs up to the value of £350. These repairs are known as 'qualifying' repairs. When you report a repair, we should tell you if it is our responsibility and whether it is a qualifying repair under the Right to Repair scheme. We may need to inspect your home to find out whether the repair is a qualifying repair or not. If it qualifies, there are certain things we should tell you and we should try to complete that repair within a specific timescale. If we fail to do this, you could be entitled to a compensation payment. For a full explanation of the process and details on your rights see the letter on our website or ask us for a printed version: <https://www.lsha.co.uk/images/PDFs/TenantsDocs/Right-to-RepairNov2023.pdf>
Unsure of your eligibility? Contact us: RepairsTeam@LSHA.co.uk 01478 612035

Note this is not applicable to Shared Owners/Shared Equity properties or properties that we manage on behalf of other landlords; Dun Alann for Link Housing and Trust Housing properties (we do small urgent repairs for these in most instances or investigate what repairs are required).

Making a Stand on Domestic Abuse

The 'Make a Stand pledge' has been developed by the Chartered Institute of Housing in partnership with Women's Aid and the Domestic Abuse Housing Alliance. It was created to encourage housing organisations to make a commitment to support people experiencing domestic abuse. Lochalsh and Skye Housing Association has signed up to this and aims to deliver on the four principles below.
[make-a-stand-the-pledge-document.pdf \(cih.org\)](#)

Our office glass porch now displays a poster signposting people to 'safe spaces' in Portree where people can access a private room and a phone to call someone in an emergency. This is usually a bank or pharmacy. [Safe Spaces Locations - UK SAYS NO MORE](#) <https://uksaysnomore.org/safespaces/>

Also, our website now hosts a new page dedicated to domestic abuse support and guidance which you can see here: <https://www.lsha.co.uk/tenants/domestic-abuse>

The pledge

By signing up to the **Make a Stand** pledge you are committing to make sure your organisation does the following:

- 1** Put in place and embed a policy to support residents who are affected by domestic abuse
- 2** Make information about national and local domestic abuse support services available on your website and in other appropriate places so that they are easily accessible for residents and staff
- 3** Put in place a HR policy, or amend an existing policy, to support members of staff who may be experiencing domestic abuse
- 4** Appoint a champion at a senior level in your organisation to own the activity you are doing to support people experiencing domestic abuse

Broadford outreach

New dates for 2024: You'll find us at the Tuesday coffee mornings at the Church of Scotland Hall, Broadford once a month.

Join us for a friendly cuppa and a chat - if you need advice or assistance with anything 10.00-11.30am with either Alex, Tenant Adviser or Lowri, Tenant Engagement & Support

Tuesday January 23rd (Alex)
Tuesday February 20th (Lowri)
Tuesday March 19th (Alex)
Tuesday April 16th (Lowri)



Lochalsh & Skye Housing Association

Kyle Housing Outreach

If you have any housing or support related queries, someone from Lochalsh and Skye Housing Association will be at the Lighthouse Café, Main St, Kyle to help. Alex, our Tenant Advisor or Lowri, from Tenant Engagement and Support will be happy to assist.

*

Come and join us 12.00 – 14.00pm:

Wednesday 10th January (Alex)
Wednesday 7th February (Lowri)
Wednesday 6th March (Alex)
Wednesday 3rd April (Lowri)



Lochalsh & Skye Housing Association



4 WAYS TO GET INVOLVED IN 2024



Help plan and deliver our Energy Strategy 1

This is our big ambition to provide affordable warmth in the households that are currently hard to heat and need improvements to be more energy efficient. A tailored plan for each neighbourhood is needed, and we're looking for a group of tenants to work with us – you'll help to make decisions about the actual logistics, costs, technology used and ensuring we meet tenants' needs. The group will meet online or in person depending on your preference, starting in January/February 2024. The frequency of meetings is likely to be bi-monthly and take no more than 2 hours.

Equalities Impact Assessments 3

LSHA strives to be an inclusive organisation which values diversity and meets peoples needs. If you identify as having a protected characteristic and would be happy to have a short conversation with us about your own experience of using our services then please get in touch. This can be done remotely online, on the phone or in person as a one-to-one. It will take no more than an hour of your time.

Review our approach to Antisocial Behaviour 2

We are reviewing this policy and would like tenant's feedback on our proposed changes. This will involve one small workshop in person for no longer than 2 hours. Refreshments/travel costs provided. Location will be confirmed nearer the time to ensure it is easily accessible to all participants.



Website re-vamp! 4

The website is due for an upgrade and we are looking for tenant input on the design, functionality and content – what do you want the website to do which it doesn't currently offer? Take a look at other types of website design and tell us what you think works well and what we could adopt. This will be one online or in-person workshop for no longer than 1 hour.



If you're interested in any of the activities above, please email WeHearYou@LSHA.co.uk

or text/call Lowri from Tenant Engagement and Support on 07825410116.

Legionella reminders

Any water outlets - taps, showers, hosepipes, outside taps - that are not regularly used should be flushed for two minutes on a weekly basis to reduce the risk of Legionella bacteria building up. If a property is left vacant for some time, then all outlets should be flushed prior to reoccupation for at least five minutes to help prevent stagnant water from contaminating the system.

You should notify us:

- If the water is discoloured or contains debris.
- If the hot water supply stops working properly, this could mean the water is not sufficiently heated to control Legionella bacteria.
- If the cold water supply is running warm, this could mean the water is not cold enough to control Legionella bacteria.

Do not interfere with the settings on your boiler or hot water system. The hot water should be set so that the water is stored at 60°C and reaches the outlet at 50°C.

If you have a shower installed, it produces small water droplets or spray which can be considered to be a risk. If the shower is getting used regularly then the water turnover should be sufficient to control the growth of Legionella bacteria. If used infrequently the shower should be flushed through, at the hottest setting, for at least five minutes once a week. Clean the shower head periodically, descale and disinfect it at least every three months. As a tenant, it is likely that you will notice any problems first, so it is important to remember to:

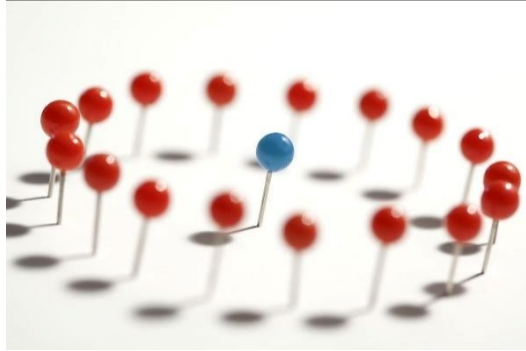


Hold on to your trampolines!

As the weather gets worse during winter months and the wind picks up, please safely and securely tie-down any trampolines or garden equipment that could pose a risk of damage in bad weather. This includes garden furniture too.

Rent Consultation 2024-2025

The annual rent consultation will take place in January 2024 - please look out for further information on how to take part in the new year. You will receive an email or a letter from us, depending on your chosen communication preference.



Counselling Care Skye and Lochalsh provide **FREE** fully qualified and insured counselling to the local community of Skye and Lochalsh, adults and children.

Therapy provides a safe and confidential space for you to talk to a trained professional about your issues and concerns. Your therapist will help you explore your thoughts, feelings and behaviours so you can develop a better understanding of yourself and of others. (<https://www.bacp.co.uk/about-therapy/what-is-counselling/>)

We have a mixture of qualified and training therapists who offer face to face, online or over the telephone therapy. They have experience in many areas of counselling:

- relationships
- childhood
- feelings, emotions or thoughts
- behaviour
- past and present life events
- situations you find difficult.

and they use many different modalities (types of counselling):

- CBT (Cognitive Behavioural Therapy)
- Person Centred
- Psychodynamic
- Existential
- Humanistic
- Brief Therapy
- Integrative

A counsellor will not give you their opinions or advice or prescribe medication. They will help you find your own solutions – whether that's making effective changes in your life or finding ways of coping with your problems.

(<https://www.bacp.co.uk/about-therapy/what-is-counselling/>)

If you think you may benefit from Counselling (we will always do a first assessment) please contact us as follows:

Adult Services Email: karen@counsellingcaresl.org Tel: 07979 081 367

Children and Young People Service (via schools)

Email: dolina.munro@counsellingcaresl.org



Christmas and New Year opening hours:

Monday, 25 December 2023 CLOSED
Tuesday, 26 December 2023 CLOSED
Wednesday, 27 December 2023 CLOSED
Thursday, 28 December 2023 OPEN
Friday, 29 December 2023 OPEN

Monday, 1 January 2024 CLOSED
Tuesday, 2 January 2024 CLOSED
Wednesday, 3 January 2024 CLOSED
Thursday, 4 January 2024 OPEN
Friday, 5 January 2024 OPEN

For emergency repairs please call 01478 612035

[Find more news on our website](#)

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