

Lochalsh & Skye Housing Association NEWSLETTER

Autumn 2025

Annual General Meeting	2
Annual Complaints Report	3
Everyone Needs good Neighbours	4-5
Equalities Survey	6
Rent Consultation	7
Anti social Behaviour	8
Compliance Checks	9
Being prepared for winter	10-11
Damp & Mould	12
Reporting environmental issues	13
Electrical Recycling	14



Annual General Meeting

Our AGM was held on Monday 8th September 2025 in the Association's offices. We are pleased to report that the meeting was well attended with 16 members, and everyone enjoyed networking.

The Director of Finance and Investment gave the members assurance that the auditors consider the Association is no longer a going concern and that all aspects of the audit had been met with no qualifications.

The Auditors have also confirmed that the annual accounts for the year ended 31st March 2025 are true, and free from material misstatement.

Our Board of Management was elected for the year commencing on 8th September 2025 to September 2026.

We are happy to to announce that we welcomed two new members to the Board. We still have spaces left on the Board to fill either by casual vacancies or if we are required to bring on any area of expertise.

As a tenant or owner in our area of operation, you can take out a share membership which will then allow you to attend the AGM in future years.

If you are interested in becoming a Shareholder (lifetime membership costs £1.00) and would to find out more, please contact our office and our Tenant Engagement and Support Manager, Jess will be happy to chat with you about this. Alternatively, please complete the membership application form on our website at www.lsha.co.uk.

Annual Assurance Statement 2025

Social landlords must submit an Annual Assurance Statement to the Scottish Housing Regulator (SHR) by the end of October each year.

This provides assurance that the Association is complying with the relevant requirements of Chapter Three of the SHR's Regulatory Framework. This includes the regulatory requirements and the Standards of Governance and Financial Management. The Board of Management confirms that they have reviewed and assessed a comprehensive bank of evidence to support our statement that LSHA is, to the best of their knowledge, compliant with:

- All relevant regulatory requirements as set out in Chapter Three of the regulatory framework
- The relevant standards and outcomes of the Scottish Social Housing Charter
- The Regulatory Standards of Governance and Financial Management

- In relation to our statutory obligations in respect of tenant and resident safety we are compliant in all areas.

The evidence bank combines reports, policies, advice, and information which the Board of Management monitors on an ongoing basis throughout the year to provide continuous assurance that LSHA is compliant.

In reviewing the evidence and assessing compliance, we have undertaken a self-assessment process as detailed in the SFHA self-assurance toolkit. We have obtained external support from consultants and auditors to provide us with additional assurance and the evidence provided to the Board of Management is effective and robust. Our full Assurance Statement can be viewed on our website at www.lsha.co.uk or on the Scottish Housing Regulator's website at www.housingregulator.gov.scot/

Annual Complaints Report

Lochalsh and Skye Housing Association is committed to providing high quality services to customers. However, there may be occasions when customers are dissatisfied with the level or type of service they have received and wish to make a complaint.

We actively encourage complaints, comments, and compliments. We will use them as an opportunity to learn about our strengths and about areas requiring improvement (which may be policy, procedure, behaviour, or outcomes), to inform and improve the services we deliver.

Some examples of what you might find cause to complain about:

- If a repair has not been carried out properly;
- If you have not received information you asked for;
- If you feel a member of staff, a committee member, or a contractor has not provided an efficient and courteous service;
- If you feel your housing application has not been handled properly.
- If you feel you have been treated unfairly or have been discriminated against.

- If there is a problem with any of our services
- If we have failed to meet our obligations to you under your tenancy agreement.

The Association handles all complaints under the Scottish Public Services Ombudsman's (SPSO's) Model Registered Social Landlord Complaints Handling Procedure.

Complaints against neighbours or anti social behaviour will be dealt with under a separate policy.

Number of complaints received in 2024/25

4

Stage 1
Complaints
Received

*1 carried forward to 2024/25

4

Stage 2
Complaints
Received

*2 carried forward to 2024/25

8

Total
Number of
Complaints
Received

Response times for responding to complaints

Stage 1: Frontline Resolution

Stage 1 is for issues that are straightforward and easily resolved, requiring little or no investigation. These types of complaints should be resolved or a response provided within five working days.

Stage 2: Investigation

Stage 2 is for issues that are not resolved at stage 1 or are complex, serious or 'high risk'. These types of complaints should be resolved, or a response provided within 20 working days.

SCOTTISH
HOUSING DAY
2025

EVERYONE NEEDS GOOD NEIGHBOURS



FILM NEGATIVE



FILM NEGATIVE

Wednesday 17 September marked a ten-year anniversary of Scottish Housing Day! The theme for this year was 'Everyone Needs Good Neighbours', starting a nationwide discussion on how important good neighbours are to wellbeing and living well in our homes.

LSHA were among other landlords in Scotland to celebrate the day.

We turned our usual Outreach events in Kyle of Lochalsh and Broadford into special 'Housing Blethers', working alongside the Highland Council Tenant Participation Officer to meet with communities. It was great to chat with people about what's important to them, what makes a good neighbour, and how neighbourliness supports wellbeing and community life.

On the day itself, LSHA staff were based in community hubs across Lochalsh and Skye – from supermarkets and local stores to Raasay Distillery. This meant we could speak directly with a wide range of people, not only our tenants.

It was inspiring to hear so many stories of how neighbourliness contributes to wellbeing, community spirit, and making a house feel like a home. It was great to hear how neighbours support each other – from giving people lifts to hospital, to baking cakes for one another and bringing in bins! It really shows how important neighbours are.

Staff from Housing Services, Property Services, Rent, Energy Advice, Handypersons, and Tenant Advice teams were on hand to listen, answer questions, and provide support.

We were also delighted to work with Alienergy, who shared valuable energy advice and guidance with the community.

Scottish Housing Day was a real team effort, and LSHA would like to thank all the community hubs who hosted us, our staff for their enthusiasm, and of course everyone who stopped to chat. Events like this show how important it is to connect, listen, and celebrate our neighbours and communities.



EQUALITIES SURVEY



Thank You for Completing Our Equalities Profiling Survey

This information is really valuable as it helps us get to know our tenants better and ensure we're meeting everyone's needs.

CONGRATULATIONS!

We're delighted to share that three lucky tenants were selected as prize winners – congratulations to them:



Mr Ewan McDougall who is using his voucher for a new kettle and a dog lead!

Mrs Heather Harvey

Mr Donald Brennan

Your input makes a difference, and we appreciate your support.

2026-2027 Rent Review Consultation is Live

Get Involved:



Complete our online survey

by scanning the QR code or visiting:
<https://forms.office.com/e/JUajTBZiyz>

Digitally

- By phone, SMS/Whatsapp: 07484963857 (please leave your name and first line of the address)
- Teams Meeting with Jess from Tenant Support and Janet from the Rent Team on Thursday 6 November, 1230-1300hrs or 1700-1730hrs (please email rentconsultation@lsha.co.uk with your chosen time for the Teams link).

Face to Face Drop in Sessions

- Wednesday 29 October, 1700-1800hrs at Morrison House, Bayfield Road, Portree
- Wednesday 5 November, 1200-1400hrs at The Lighthouse Café, Kyle of Lochalsh
- Wednesday 12 November, 1200-1345hrs at Broadford Library

By Post

- Post your survey response back to us: FAO Tenant Engagement and Support, Lochlash and Skye Housing Association, Morrison House, Bayfield, Portree, Isle of Skye, IV51 9EW



ANTI-SOCIAL BEHAVIOUR: YOUR RESPONSIBILITY AS A TENANT

At The Housing Association, we want our tenants to feel safe and secure in their homes. We understand that anti-social behaviour can have a negative impact on our neighbourhood and tenants' lives, and we are committed to tackling it.

Anti-social behaviour is defined as any behaviour that causes or is likely to cause harassment, alarm, or distress to others. It can include a wide range of activities, such as:

- Noise
- nuisance
- Vandalism
- Graffiti
- Harassment
- Drug dealing

As a tenant, it is your responsibility to be a good neighbour and to respect the rights of others. Here are some tips on being a good neighbour:

- Be considerate of noise levels, especially at night.
- Keep your property clean and tidy.
- Be respectful of your neighbours' property.
- Report any anti-social behaviour to CDHA, the Police, and/or the Noise Pollution Team

If you experience anti-social behaviour, there are a number of things you can do:

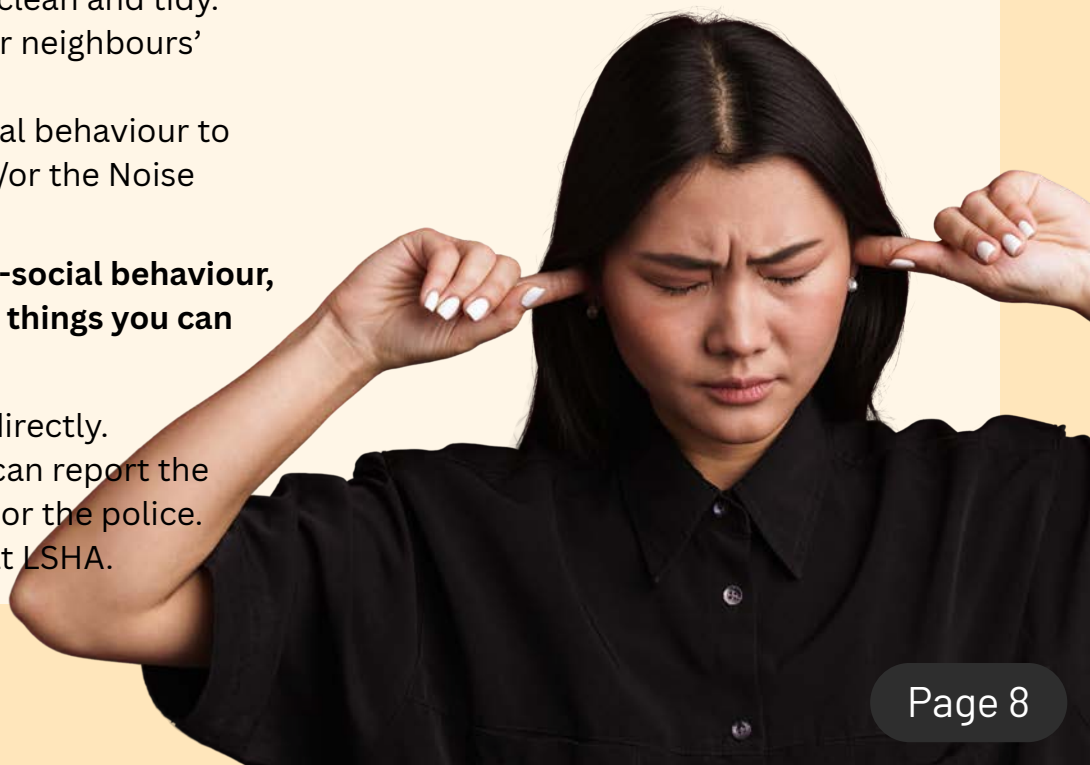
- Speak to your neighbour directly.
- If that doesn't work, you can report the behaviour to your landlord or the police.
- You can contact us here at LSHA.

The Housing Association will investigate the matter and take appropriate action. This may include speaking to the neighbour, issuing a warning, or taking legal action. Anti-social cases can take a lengthy time to resolve depending on the case.

Contacting the Police and Noise Pollution Team

If you experience anti-social behaviour, you should also contact the police or the noise pollution team if the situation requires this. The police can investigate criminal offences, such as vandalism or harassment. The noise pollution team can investigate noise nuisance.

We want all of our tenants to feel safe and secure in their homes. If you experience anti-social behaviour, please don't hesitate to contact our housing team. We will work with you to resolve the matter



COMPLIANCE CHECKS

Are compliance checks important? —

Yes. LSHA has a legal duty to each tenant to make sure their boiler is checked annually and that the electrics are inspected every 5 years.



WHAT IF I CANNOT ATTEND THE APPOINTMENT?

Contractors will do their best to attend with plenty of notice. If you cannot make the appointment, we must be notified.

FORCED ACCESS – REALLY?

Yes, we have a duty-bound agreement in place to look after the checking of your boiler and electrics. We give everyone the opportunity to make an appointment at a date and time that suits them. Unfortunately, after 2 missed appointments, we need to arrange a 3rd appointment which will be a “Forced Access” as we need to ensure the inspection is completed.

Under the terms of the Scottish Secure Tenancy Agreement Section 5, tenants must allow us access to their property to carry out maintenance or safety checks. In the event of continued no access for gas safety checks or EICR tests, tenants should be aware that failure to provide access is a breach of their Tenancy Agreement. Under Section 5.11 it states “If you refuse us entry, to the house or the common parts we will have the right to make forcible entry provided we have given you every reasonable opportunity to let us in voluntarily. If we have to make forcible entry, in this situation, you are liable for the costs of any damage reasonably caused.”

WHAT DOES THIS INVOLVE?

We arrange for a locksmith, gas engineer or electrician, and a staff member of LSHA to attend at a specific date and time. The cost of this appointment is charged back to the tenant. To arrange a forced access, it costs us approx. £300 + VAT, hence we are keen for tenants to keep their appointments and work with us. Due to the cost and time involved, it is important that the appointments made are kept. We do not want to be in a position of recharging tenants for contractors having to attend their properties. We also don't want contractors and staff in your property when you are not home.

LSHA

BEING PREPARED FOR WINTER

We are fast approaching the time of year where the lights within our properties are being used for longer periods and our heating demand increases, so it is important for us to try and find a routine that helps us conserve our energy usage. Simple actions like turning off lights in rooms that are no longer in use and fully powering off appliances instead of leaving on standby mode when going to bed can help reduce consumption/costs.

If you are on a two-rate tariff then it is important to note the changes to your off peak/cheaper rate time periods when the clocks change on the 26th of October. If you are unsure of your switching times, then you can contact your energy supplier for confirmation or contact Lewis for further guidance (EnergyAdvice@lsha.co.uk)



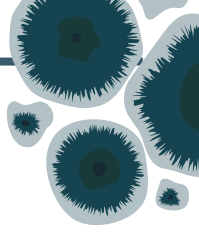
A COMBINATION OF SMALL CHANGES CAN ALL ADD UP OVER THE YEAR. SO A FEW RECOMMENDATIONS WOULD BE:

- Drying clothes outside on a dry/windy day instead of using a tumble drier
- Using a shower instead of running a bath can reduce volumes of hot water consumed which can help reduce costs. (also try to reduce the time spent in the shower to help reduce costs further)
- Fitting low energy lightbulbs within your property
- Using a lower temperature wash cycle when cleaning clothes



Colder weather brings colder surfaces for condensation to form so try to maintain a regular routine of wiping down windows each morning to help prevent the risk of damp and mould appearing around windows and will also help prevent damage to wooden window frames/surfaces. Check any trickle vents fitted to windows are open to allow improved ventilation to help remove any excess moisture build up.

DAMP AND MOULD



As the winter months arrive, and it gets a bit colder outside we would like to offer some tips to help prevent damp and mould in your properties over the coming months.



WHAT IS DAMP?

**Damp refers to the presence of excess moisture in a room.
This can show as:**

- Condensation on your windows
- Black mould on walls, around windows or on fabrics/soft furnishings
- Staining rising from the floor or coming from a ceiling/window
- A damp musty smell in your home

Produce less moisture:

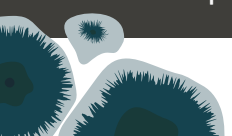
- Cover pans
- Dry clothes outdoors
- Vent your tumble dryer to the outside
- Avoid using paraffin or flueless bottled gas heaters.

Ventilate to remove moisture:

- Ventilate all the time, especially when someone is in
- Increase ventilation of the kitchen and bathroom when in use and shut the door
- Ventilate cupboards, wardrobes and blocked chimneys

Heat your home a little more:

- If possible, keep low background heat on all day, with background ventilation
- Find out about benefits, grants and help with fuel bills.



Reporting Environmental Issues

Are you concerned about litter, fly-tipping, graffiti, dog fouling, or any other environmental issue?

You can report this to the Highland Council using one of the below methods:

For more information about opportunities for reuse please visit the Highland Council's 'Reduce, reuse, recycle for Highland' webpage.



ELECTRICAL RECYCLING

Household Electrical Recycling Collection
Service, which is a new way to Recycle
Electricals in the Highlands

Electrical Recycling Collection Service

This service, delivered in partnership with Highland Council and funded by the Scottish Government, makes it easier than ever for households to dispose of unwanted electrical items responsibly—whether broken or still working

Where & When They Collect

Find your local collection place and date. Collection times are always between 11am and 1pm
Check the website for a collection site near you.

<https://www.ilmhighland.co.uk/waste-electrical-recycling/household-electrical-recycling-collection-service/>

