



*Welcome to our summer 2023 newsletter*

# Summer Celebrations

In this edition...

- Reflecting on 40 years of LSHA
- Spring into Sport
- Upgrades and modernisation in 2023
- Garden competition winners
- Neat neighbourhoods
- Tenant Portal
- New Tenant Participation Strategy
- Local outreach
- Fire safety
- Energy Advice and Allenergy support
- Blank meter issues
- Recycling guide
- Inclusive communities

## **LSHA's 40th Anniversary**

In 1983 Lochalsh and Skye Housing Association was formed. Many milestones have been achieved since then as we manage over 800 properties now; striving to meet local housing needs and create sustainable communities. Over the next couple of years we hope to celebrate this occasion, with a particularly special marker in 2025 when it will be 40 years since the first houses were allocated in Glendale.

One of our longest-serving staff members shares a reflection on how the organisation has grown and changed over the years: *"When I began work with LSHA in 1999 - last century - we employed seven people and as the Association grew, so did the challenges. Changes in technology, laws and human rights made the work of everyone involved so interesting and intricate. The Association has changed the face of Skye and Lochalsh and would like to think changed it for the better"* - Wilfar Matheson, Property Services Officer.

Helen, a tenant from Portree who has lived in her flat for 29 years also reflected on what LSHA has done for her; *"being given this flat was life-changing, it was so special to have my independence after coming from a shared house. I am so grateful for having my own space"*.



### **Spring Into Sport**

Thanks to feedback from the local community in Home Farm, Portree, a new outdoor play space has been created for people to enjoy different sports activities. The new 'Target Pitch' named by local resident Jaiden, was launched with an Easter sports day with Gaelic-inclusive football sessions run by FC Sonas, a taster of Skye Walking Football and multi-sports from Highlife Highland Community Sports Hub.

Since April, there have been summer sessions organised by Highlife Highland and the Skye Rugby team are also now using the space for informal training which has encouraged new members. LSHA is grateful to the National Lottery Awards for All fund which helped pay for the fantastic goal posts, and The Highland Council Discretionary Ward Fund for the bench and picnic table produced by GreenHive; a company which uses beach plastic waste and turns it into sustainable outdoor furniture.



### **Upgrades and modernisation in 2023**

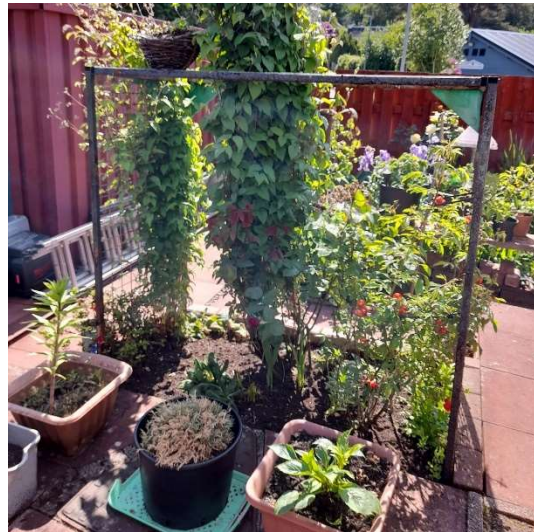
In 2023, investments have been made in different properties and neighbourhoods including:

- Around 30 homes receiving new heating and insulation work to improve energy efficiency and affordable warmth: in Kyle, Portnalong, Portree, Raasay and Broadford.
- Timber paintwork on external walls to ensure the wood is protected from the weather and reduce risk of damage in Portree and Lochalsh.
- Upgrading insulation and servicing windows and doors at change of tenancies to ensure they are wind and watertight: all across Skye and Lochalsh.

**Did you know?** We have updated our 'You said, we did' action plans for the feedback you gave us in the last [Rent Consultation](https://www.lsha.co.uk/images/PDFs/RentConsultationResults-and-action-plan-2023_updatedJuly2023.pdf) ([https://www.lsha.co.uk/images/PDFs/RentConsultationResults-and-action-plan-2023\\_updatedJuly2023.pdf](https://www.lsha.co.uk/images/PDFs/RentConsultationResults-and-action-plan-2023_updatedJuly2023.pdf)) and the [Tenant Satisfaction Survey](https://www.lsha.co.uk/images/PDFs/TenantSatisfactionSurvey2022ActionPlan_updatedJuly2023.pdf) ([https://www.lsha.co.uk/images/PDFs/TenantSatisfactionSurvey2022ActionPlan\\_updatedJuly2023.pdf](https://www.lsha.co.uk/images/PDFs/TenantSatisfactionSurvey2022ActionPlan_updatedJuly2023.pdf)) so you can see what we have been doing to address the most important issues and priorities for tenants. Go to the website addresses to find out more or request hard copies from us (updated July 2023).

### **The Garden competition WINNERS!**

Many thanks to everyone who entered this year's competition. We are thrilled to announce the winners from Kyle for the private garden, and Carbost for the communal garden area. Well done to Mr and Mrs Wood, and Mr Wilson.



### **Neat neighbourhoods**

Help keep our neighbourhoods tidy and ensure they are lovely places to live.

Other than motor vehicles and work vehicles which are licenced and insured, no other vehicle, HGV, caravan, boat or trailer belonging to you, or anyone visiting you, may be parked on LSHA land unless we have given you written permission or it is a public road. In every case, it must not cause a nuisance or annoyance to your neighbours. Spare parts for vehicles like unwanted tyres should be disposed of appropriately.

Get rid of your unwanted bulky items with the Highland Council uplift service or offer re-useable items which are in good condition or need small repair to the The Waste Not Green Sheds at 9 Torrin, IV49 9BA. More information on this can be found on the Skye Climate Action Facebook page.

Bag all your rubbish, clean your bins and put them away in their dedicated bays after collections – during warmer weather things can get smelly and attract pests.

Hold on to your trampolines! As the weather turns, please ensure large structures like trampolines are tied down securely so they don't blow away or cause damage in high winds. We would also suggest dismantling any large items like these or garden furniture and putting them into storage safely.



**WALKABOUT WITH US!**

If there are things you would like to see changed or improved in your neighbourhood, you can ask for a 'walkabout' to get things moving.

We'll meet you for a walk around the area and help to follow-up on the things you care about by taking direct action or working with other agencies where they are responsible.

Request a walkabout by contacting us via [WeHearYou@LSHA.co.uk](mailto:WeHearYou@LSHA.co.uk) or 07825410116

The illustration at the bottom shows a bright yellow background with a sun, blue clouds, green trees, a house with a red roof, and two dogs (a pug and a brown dog). In the bottom right corner is the Lochalsh & Skye Housing Association logo, which includes a green leaf icon and the text 'Lochalsh & Skye Housing Association'.

### **Look out for the launch of our Tenant Portal**

To improve access to tenancy information and self-service options, we are contacting all tenants with a registered email address with details on how to login to the Tenant Portal. You can use this to check your rent balance, update personal details, view Association documents, report and track repairs and log an enquiry.

The portal is currently designed to be used on a computer, laptop or tablet (desktop) rather than a phone - you may find the format is difficult to see on your mobile. There is however an updated portal design due to be released in the near future and which will improve the experience of using and navigating its features. You can access a written 'How to guide' and a demonstration video on our website here or request a hard copy from us: <https://www.lsha.co.uk/tenants/tenant-handbook>

If you have any questions, would like support to use the portal or gain more confidence with digital skills please contact us using the details below. The portal is new for us too and we are learning as we go. There might be some changes in the future to improve the look and feel of it - should you have any suggestions or feedback please get in touch with your ideas: 07825 410116 or [WeHearYou@lsha.co.uk](mailto:WeHearYou@lsha.co.uk)

Please also let us know if you wish to change or add a new email address too in case your inbox is full and you can't receive messages or your existing one is now outdated.



## 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 every first Wednesday of the month 13.00 – 15.00pm:

4th October 2023 with Alex  
 1st November 2023 with Alex  
 6th December 2023 with Lowri





## Broadford outreach

Starting soon: 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 12th September - Alex**  
**Tuesday 24th October - Lowri**  
**Tuesday 14th November - Alex**  
**Tuesday 12th December - Lowri**



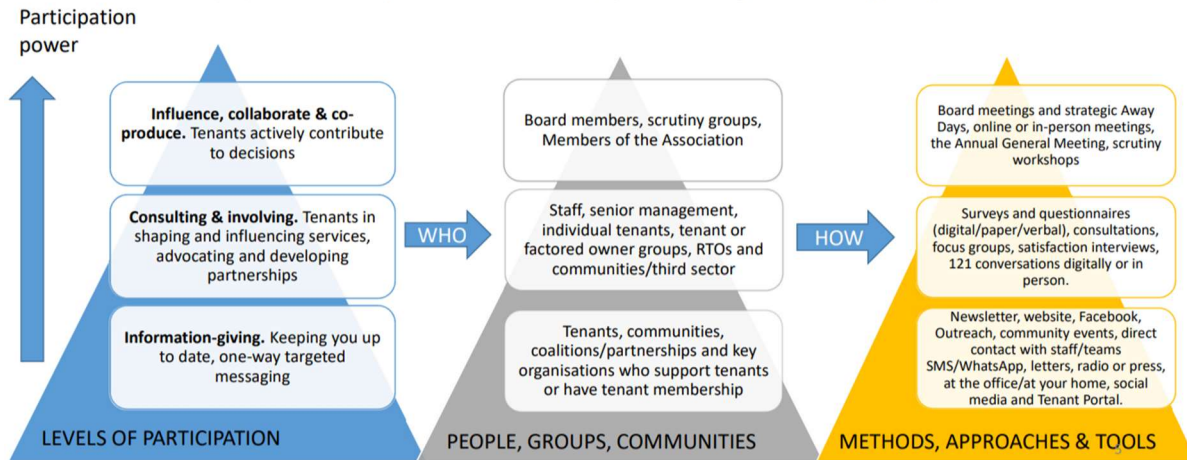
### New Tenant Participation Strategy 2023-2026

Listening carefully to the experience of tenants and acting on what they tell us is essential for LSHA to provide services that meet people's priorities and needs. We therefore want to make it as simple and meaningful as possible for tenants to have a say in what we do, improve standards and share decision-making power. This strategy sets out how we aim to create meaningful and timely ways to engage with tenants so that they are well-informed about and can actively influence LSHA's work, in a way that suits them.

Read the full strategy and our action-plan commitments here: we hope it inspires you to get involved and be part of the positive change! If you would like this document in a different format or language please get in touch via email: [Wehearyou@LSHA.co.uk](mailto:Wehearyou@LSHA.co.uk), or by phone/text 07825410116, or by post using the office address.

## Participation in practice

Opportunities for tenant participation comes in different formats, from more passive forms at the bottom of the pyramid to more active involvement at the top where tenants can really influence decisions. Participation can be proactive or reactive to changes inside or outside the organisation. While there are specific things that we would find useful to ask tenants about and involve them in, we will also create space for people to approach us about the things they care most about and set the agenda. The next two pages also gives examples of how we try to provide lots of ways to involve tenants in shaping services throughout the tenancy journey...



## Fire Safety

Please be alert to leaving electronic items on charge inside your home for long periods of time. There have been recent incidents where fires have started because of this, so to prevent this risk please avoid charging things like laptops overnight.

Always be careful if you are lighting candles inside the house, or smoking. You may also want to think about any personal possessions that you can do without to keep the property free of flammable items and evacuation routes clear of hazards. The Scottish Fire and Rescue Service offer free safety home visits. You can arrange one of these by Phone 0800 0731 999, Text FIRE to 80800 on your mobile phone or complete their [online form at this web address: https://www.firescotland.gov.uk/contact-us/home-fire-safety-visits/](https://www.firescotland.gov.uk/contact-us/home-fire-safety-visits/).

LSHA is working with **ALIENERGY** to provide tenants with free access to **ALIENERGY's Affordable Warmth Service**

### Did you know...

If you are struggling to afford to heat your home, you are not alone.

Over 40% of households in rural Scotland have difficulty paying their heating bills.

Speak to us about:

Grants—Energy Bills—Energy Suppliers  
Insulation—Heating Systems—Appliances  
Tariffs—Meters—Fuel Vouchers  
Maximising your Home Energy Efficiency

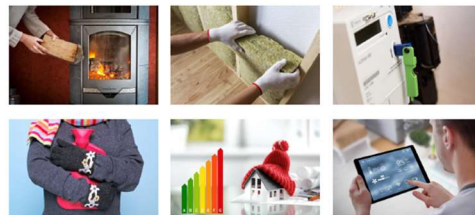
Contact our Affordable Warmth Team for an appointment for free and friendly advice: [enquiries@alienergy.org.uk](mailto:enquiries@alienergy.org.uk) 01631 565183



**ALIENERGY**

Scottish Charity Registration SC032495

**ALIENERGY**



### Affordable Warmth Advice Service

Free, confidential and impartial home energy advice and support



## **Energy Advice and Allenergy**

Fuel poverty is affecting a large number of Lochalsh & Skye Housing Association tenants, and many tenants are finding it a struggle to afford to adequately heat their homes. To combat this, Lochalsh & Skye Housing Association has funded a partnership with energy charity, Allenergy. Allenergy's Affordable Warmth Advice Team can access various fuel poverty crisis intervention grants and schemes, alongside support to improve resilience to fuel poverty going forward and assist Lochalsh & Skye Housing Association tenants who are at high risk. For more information on how Allenergy can support Lochalsh & Skye Housing tenants see their contact details above.

## **Blank Electricity Meter Issues**

Unfortunately LSHA cannot fix a blank meter screen from a previous tenant as the Electricity Company will not deal with us as we are not the account holder. All electricity meters whether pre-pay or credit is a contract between the tenant and the electricity company.

If you have a blank meter when you move into your new property please check / do the following:

- Call the energy provider and register for a new account as the new tenant.
- If the display is blank please check it cannot be turned back on by pushing buttons.
- Your meter may have switched to a credit meter so any pre-pay (top-up) you apply may not actually be credited to your meter. If you choose to buy top-ups then please keep all receipts as proof to the energy company that you have been paying for the energy as they have no way to read your meter.
- This is the most common type of meter fault and has many different causes. Unless it's a smart meter, the energy provider will not be able to bill you accurately (it will have to be estimated usage) until a meter exchange with the faulty meter can take place.
- Please find the make and model number of the meter. This should be located on the meter itself. If you are struggling LSHA may have a copy of this, please e-mail [repairsteam@lsha.co.uk](mailto:repairsteam@lsha.co.uk)
- When you phone the energy supplier to let them know you are the incoming tenant, please note the day and time, also the name of the operator and also let them know you have a faulty meter and need it to be fixed or replaced as soon as possible.
- Follow up your phone call with an E-mail to your energy supplier (you can find this on their Website) to alert them that you have a faulty meter and repeat you need it be fixed or replaced.
- If you get no response, after a short time please raise it in a letter sent Royal Mail recorded delivery and headed COMPLAINT. This will force them to deal with your query. Put in writing that you are giving the company X (number of weeks for a response. (This is quite often 8 weeks for resolution although SSE are 6 weeks, but please do check.)

If after waiting the required time frame and you have not received a response then e-mail again and tell your energy provider you are going to the Ombudsman. The Ombudsman will only deal with your complaint / issue if you have followed the above procedures.

## Have you been abused because of your race, religion, sexual orientation, identity or disability?

We can support you and give you guidance in reporting any incidents to the police.



CONTACT: 0800 160 1985  
VICTIMSUPPORT.SCOT





## What goes in your blue recycling bin?

<p><b>food tins, drink cans, aerosols &amp; aluminium foil/trays</b></p>  <p><b>RINSED &amp; TOPS OFF*</b></p> <ul style="list-style-type: none"> <li>✓ Food Tins</li> <li>✓ Fizzy Juice Cans</li> <li>✓ Beer Cans</li> <li>✓ Pet Food Tins</li> <li>✓ Aerosols</li> <li>✓ Aluminium foil/trays (clean, no food residue)</li> </ul>	<p><b>mixed paper</b></p>  <ul style="list-style-type: none"> <li>✓ Papers</li> <li>✓ Magazines</li> <li>✓ Unwanted Mail</li> <li>✓ Phone Books</li> <li>✓ Greetings Cards</li> <li>✓ Shredded Paper</li> <li>✓ Catalogues</li> <li>✓ Envelopes (excluding windows)</li> </ul>	<p><b>cartons</b></p>  <ul style="list-style-type: none"> <li>✓ Juice Cartons</li> <li>✓ Milk Cartons</li> <li>✓ Soup Cartons</li> <li>✓ Food Cartons</li> </ul>	<p><b>cardboard</b></p>  <ul style="list-style-type: none"> <li>✓ Cereal Boxes</li> <li>✓ Cardboard Boxes</li> <li>✓ Egg Boxes</li> <li>✓ Toilet Roll Tubes</li> <li>✓ Kitchen Roll Tubes</li> </ul>	<p><b>plastic bottles, pots, tubs &amp; trays</b></p>  <p><b>RINSED &amp; TOPS OFF*</b></p> <ul style="list-style-type: none"> <li>✓ Milk Bottles</li> <li>✓ Fizzy Juice Bottles</li> <li>✓ Water Bottles</li> <li>✓ Detergent Bottles</li> <li>✓ Tolletry Bottles</li> <li>✓ Food Trays</li> <li>✓ Plastic Punnets</li> <li>✓ Yoghurt Pots etc</li> </ul>
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\*PLASTIC TOPS CAN GO IN YOUR BLUE BIN SEPARATELY

Please do NOT put these in your recycling bin

- Glass\*
- Food waste
- Nappies
- Dirty items
- Hard plastics
- Textiles & footwear
- Flower pots & plant trays
- Garden waste & wood
- Polystyrene
- Soil & rubble
- General waste
- Plastic bags

\*Please take glass to your local mixed glass recycling point. There is no need to separate glass into different colours.



[www.highland.gov.uk/recycle](http://www.highland.gov.uk/recycle)    [recycle@highland.gov.uk](mailto:recycle@highland.gov.uk)

### Contacting staff by phone

If you need to get hold of a particular member of staff, most of us have work mobile numbers that you can use to reach us directly and save you phoning the office. If we can't pick up because we are on another call, in a meeting or driving, you can then leave us a voicemail message or send a text/WhatsApp and we can get back to you as soon as possible. Also watch this space for a new calling system coming soon for people to get a menu of options when phoning the office and be triaged to the right team automatically. Thank you to all tenants who gave useful feedback to help design and launch this new service.

### [Find more news on our website](#)

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