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New Developments

The Association has been appointed by **The Highland Council** as Development Agents for an 8 flat affordable housing development at **Dunvegan Road, Portree**, which is due to complete early in the New Year.



Dunvegan Road, Portree



Strath House, Broadford

At **Strath House, Broadford**, the Association is acting as Development Agents to **The Highland Council** for their 11 flat affordable housing project. This development is scheduled for completion in **late August 2017**.

We are on site at **Home Farm Phase 7, Portree**, with 11 affordable homes for the Housing Association. This project is due to complete in **May 2017**.



Home Farm Phase 7, Portree

There are other projects expected to start in the New Year at **Campbell's Farm, Broadford; Main Street, Kyle;** the former bus garage at **Park Road, Portree;** and in **Dornie**.

We are also working with the **Highland Small Communities Housing Trust** in partnership with local community trusts with an aim to provide housing in more rural areas.

Your Feedback

Every year we consult with our tenants on our **Rent Setting Policy** (please see page 2). We would appreciate it if you could let us know how you would like us to consult with you in future, for example, through **Facebook**, via our **web page**, at organised **public meetings** or meetings of our **Tenants' Voice** participation group.

You can phone us on **01478 612035**, send an email to **Info@LSHA.co.uk** or fill in the **online contact form** on our website **www.LSHA.co.uk**. Your feedback would be very much appreciated.

Management Committee Members

The Association is delighted to welcome **Ms Janet Anderson, Mr John Cayley, Mr Roger Liley, Mr David Owen, Mr Stephen Proudfoot** and **Mr Ian Young** onto the **Management Committee**.

If you have an interest in **housing** and the **welfare of tenants**, we would like to invite you to consider becoming a Management Committee member. An Application Pack can be obtained by telephoning **01478 612035** or e-mailing **info@LSHA.co.uk**.

Rent Setting Policy Consultation 2017/2018

The Association is required to regularly review its rents and service charges. This is your opportunity to **comment on our proposals for the charges that will apply from 1st April 2017.**

What does your rent pay for?

All rental income received by the Association is set aside to pay for the cost of the services we provide to tenants.

Included within these costs are:-

- The management of our housing stock, including items like staff costs, insurance premiums and office expenses.
- Day-to-day repairs, e.g. faulty heating systems, electrical problems, burst pipes, etc.
- Cyclical Maintenance which includes our external painting and ground maintenance programmes.
- Planned Maintenance involving installing replacement kitchens, bathrooms, doors, windows and heating systems.
- Loan charges on the money we borrow to construct our properties.

How do our rents compare to other similar landlords?

As part of our Policy, we need to ensure that our rents are comparable to the rents charged by similar social landlords in Scotland and we have consistently managed to achieve this. A comparison of our rents and those of the other main housing providers in the Highlands and Islands area is shown below.

Weekly Rents	2 Apt	3 Apt	4 Apt	5 Apt
Scottish Average	£70.39	£71.55	£77.60	£85.98
Albyn Housing Society	£68.65	£77.68	£85.12	£95.59
Hjaltland Housing Association	£75.60	£83.14	£87.27	£99.13
Lochaber Housing Association	£76.84	£78.00	£84.93	£97.35
Lochalsh & Skye Housing Association	£66.16	£71.91	£79.33	£84.21
Orkney Housing Association	£71.74	£76.47	£82.05	£90.55
Pentland Housing Association	£54.46	£63.28	£79.42	£90.62
The Moray Housing Partnership	£67.71	£82.21	£88.92	£100.18
West Highland Housing Association	£73.55	£85.67	£94.57	£112.22

The information in the above table is based on data supplied by each RSL as at **31 March 2016**

What is the proposed rent increase in 2017/2018?

The Association is proposing to increase rents from 1st April 2017 by the **Consumer Price Index** figure in October 2016 plus 1% which will result in a total increase of 1.9%. This is the increase we calculate that we need in order to continue to provide the level of services that tenants require.

2 Apt	3 Apt	4 Apt	5 Apt
£67.42	£73.28	£80.84	£85.81

Projected weekly costs from **1 April 2017**

Why the increase?

The Association's costs are subject to inflationary pressures and many of our costs are increasing by more than the rate of inflation.

Will Service Charges increase?

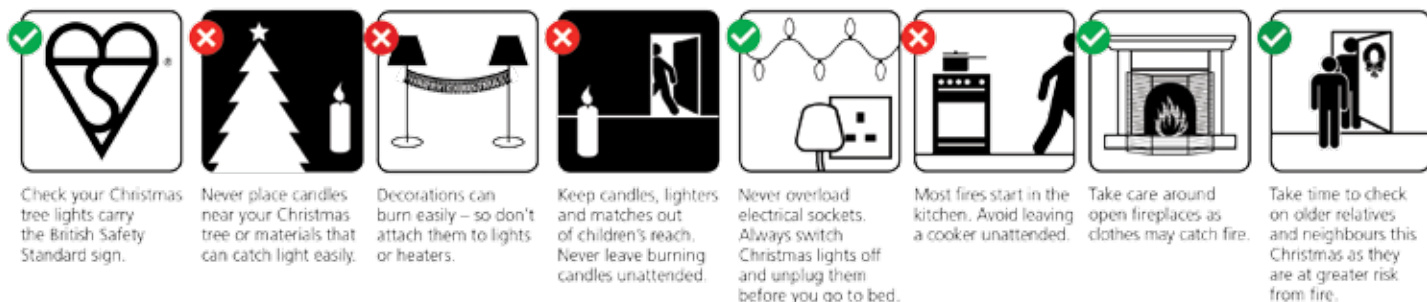
Yes. It is proposed that these increase in line with the change to rents.

What happens next?

We are inviting all our tenants to respond to this consultation by **31st January, 2017**. All comments and submissions will be considered by our Management Committee who will take the final decision on rent levels for 2017/2018. We will then advise tenants of their new rent figure **no later than the end of February 2017**.

Please let us have your views no later than 31st JANUARY 2017

Stay safe this Christmas - be aware of these Fire Safety guidelines



Help us keep in touch ...

We would appreciate it if tenants could let us know their contact details, especially mobile phone numbers, as we may need to get in touch with you from time to time.

You can phone us on **01478 612035**, send an email to **Info@LSHA.co.uk** or fill in the online contact form on our website **www.LSHA.co.uk**.

Legionella Precautions

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.

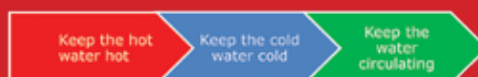
If the cold water supply is **running warm**, this could mean the water is not cold enough to control Legionella bacteria.

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:



Avoid Burst Pipes



If you are going away during the winter months and you turn off your heating, remember to drain down your water to avoid burst pipes.

Otherwise, leave the heating on low when you are away and get a friend or neighbour to check the property regularly if possible. Tenants who are going to be absent for a long period from their properties should contact us to let us know.

Winter Grit Bins

Last year, the Association purchased 13 additional grit bins from **The Highland Council** which are located throughout our housing estates in Skye and Lochalsh.

The Highland Council has agreed to refill the grit bins on a regular basis, but please phone **01349 886601** if a top-up is required between regular refills.

The Highland Council provide the following information regarding their Winter Road Maintenance Service:-

Primary Routes

- strategic, regional, sub-regional and link roads which serve the larger communities and permit the majority of road users to travel across the region.

Covered from 6 am to 9 pm Monday to Saturday, 7 am to 9 pm on Sundays and public holidays.



Secondary Routes

- roads connecting smaller communities to the primary network;

link and service roads within the larger urban settlements; service and school bus routes not covered by the primary network (on bus routes, gritting will not necessarily be completed before buses start their journey).

Treated between 6 am and 6 pm Monday to Saturday.

Other Routes -

minor rural and local access roads and residential roads in urban settlements.

These roads will be treated as resources permit.

Icy Surfaces

Please remember that you should never use household salt to melt ice.

Household salt damages the road and pavement surfaces.

You should only use rock salt or grit.



Lochalsh
& Skye
Housing
Association

For ALL repairs
01478 612035

Christmas and New Year Holiday Dates

**The Association will be closed on
Monday 26th, Tuesday 27th
and Wednesday 28th December 2016
and**

**Monday 2nd, Tuesday 3rd
and Wednesday 4th January 2017**

**The Contact phone number for
Out of Hours Emergency Repairs is 01478 612035**

**We would like to wish all our tenants
A Merry Christmas and a Happy New Year**



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If you would like to receive this document in another format or language, please contact us on 01478 612035 or e-mail: info@LSHA.co.uk and we will forward a copy to you.

**Lochalsh
& Skye
Housing
Association**