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New Developments

In June 2017, the Association completed works at Home Farm, Phase 7, Portree, comprising 11 affordable rented homes. The development is known as Pat Gordon Place in recognition of Pat's many years of work in the voluntary sector in Skye & Lochalsh.



St Duthac Drive, Dornie

The Association also completed 6 affordable properties at St Duthac Drive in Dornie in November 2017.

We acted as Development Agents on behalf of The Highland Council for the rebuilding of the former Broadford House, now known as Strath House, which has 11 flats for affordable rent and which completed in November 2017.



Members of the Gordon family at the opening of Pat Gordon Place

We started on site with 24 affordable houses at Campbell's Farm, Phase 3, Broadford, in early Summer 2017. Completion is scheduled by the end of 2018.



Strath House, Broadford

At Main Street, Kyle, the Association started on site in November 2017 with 13 flats for affordable rent with retail and office space on the ground floor. Completion is due in February 2019. Finally, we have acquired landbank sites at Caberfeidh, Broadford; Sluggans, Portree, and in Main Street, Kyle, for future development.

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 Mrs Maggie Muir 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. This is a voluntary and unpaid position, but all reasonable out of pocket expenses are paid.

An Application Pack can be obtained by phoning 01478 612035 or e-mailing info@LSHA.co.uk.



Rent Setting Policy Consultation 2018/2019

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 2018.

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	£71.67	£73.13	£79.42	£88.02
Albyn Housing Society	£69.52	£78.66	£86.16	£96.76
Hjaltland Housing Association	£76.77	£84.54	£88.93	£100.29
Lochaber Housing Association	£78.87	£80.03	£87.00	£99.94
Lochalsh & Skye Housing Association	£66.82	£72.63	£80.13	£85.06
Orkney Housing Association	£71.84	£73.94	£84.51	£92.33
Pentland Housing Association	£55.76	£65.26	£81.34	£92.86
Osprey Housing Moray	£67.76	£82.21	£89.37	£100.65
West Highland Housing Association	£74.73	£87.23	£96.12	£113.94

What is the proposed rent increase in 2018/2019?

The Association is proposing to increase rents from 1st April 2018 by the **Consumer Price Index** figure in October 2017 plus 1% which will result in a total increase of 4%. This is the increase we calculate that we need in order to continue to provide the level of services that tenants require.

£66.82	£72.63	£80.13	£85.06
£69.49	£75.54	£83.34	£88.46

Why the Increase?

Weekly costs from 2017 increased by 4%

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, 2018**. All comments and submissions will be considered by our Management Committee who will take the final decision on rent levels for 2018/2019. We will then advise tenants of their new rent figure no later than the end of February 2018.

Please let us have your views no later than 31st JANUARY 2018

Help us keep in touch ...

It would be very helpful if tenants could let us know their current contact details, especially mobile phone numbers.



We will ask you to confirm your details if you phone in to the office, but we would appreciate it if you could 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. Thank you!

Pay your rent by Direct Debit

You can now pay your rent on the 1st of each month by Direct Debit.



Paying by Direct Debit is easy, convenient, and saves you time. Once your Direct Debit is set up, your rent will be paid automatically on the 1st banking day of each month.

When there's a change to your monthly rent, we will write to you in advance to let you know and you will not have to contact your bank yourself to amend the amount paid. If you currently pay by Standing Order you can change to payment by Direct Debit.

It's safe and secure - you're protected by a comprehensive guarantee which means you get a full and immediate refund from your bank if an error is made in the payment of your Direct Debit.

Setting up payments by Direct Debit is simple - email us on rent@lsha.co.uk or phone us on 01478 612035 to request a Direct Debit form which we will send to you for your signature. Once this is returned to us, we will write to you to confirm the date and amount of your payments.

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.

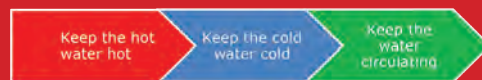
If the hot water supply stops working properly, this could mean the water is not sufficiently heated to control Legionella bacteria.

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.



Energy Cost Savings

In the last quarter the Association has initiated a new three-year stock survey programme, led by our Energy Advice team. The survey allows tenants to give feedback to us on what they like and don't like about their home, and also allows our Energy Advisers to prepare updated Energy Performance **Certificates** and help identify if there are any electricity tariff savings to be made.

When these stock surveys were last undertaken three years ago, over 90% of tenants had never switched supplier. This time it is pleasing to note that some tenants have already made switches and many are now keen to know what alternate suppliers and tariffs are available.

So far during the course of the surveys, the Energy Advice team

has highlighted to tenants £15,500 of possible savings if tenants switch to an alternate tariff or supplier (an average of £250 saving per household for those with electric heating).

For those on restricted (difficult to switch) tariffs, there have been some positive developments. A new supplier, Our Power, has started to offer a new storage heating tariff called Take Control, and SSE has also released regular lower rate offers.

Our Energy Advisers can give guidance, but the choice of meter type, tariff and supplier is ultimately always for a tenant to make. For further information tenants can telephone the Energy Advice Team on 01478 612035, or alternatively you can email them at energyadvice@lsha.co.uk.

Job Vacancy

We require a time served electrician capable of assisting our small team of tradesmen in a wide range of repair, maintenance and property improvement tasks to our housing stock and other property assets.

You will be committed to providing a high quality service to our tenants and other clients and will be able to work with the minimum of supervision. A full driving licence is required.

Salary: £31,282 per annum.

Conditions of Service include:

- 35 hour working week
- 40 days annual leave

If you are interested, phone us on 01478 612035 or send an email to info@LSHA.co.uk.

Christmas and New Year Holiday Dates



The Association will be closed on Monday 25th, Tuesday 26th and Wednesday 27th December 2017 and

Monday 1st, Tuesday 2nd and Wednesday 3rd January 2018

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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