

Trust talk

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Spring 2023



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And it's bye from me

This will be my last Trust Talk - after eight years working in Customer Engagement in Trust, it's time for me to retire and start a new chapter in my life.



It has been a great pleasure and privilege to get to know so many tenants across Scotland, supporting you to have your voices heard, and to influence decision making in Trust.

Take care everyone and keep getting involved!
Katrina

Update on new build and remodelling



Langlands Road, Govan, Glasgow

We have recently started on site to deliver a new development of 46 amenity homes on Langlands Road, in the heart of Govan, in Glasgow. The project is being delivered in partnership with CCG (Scotland) on a design and build basis and is being funded through a combination of grant funding from Glasgow City Council's Affordable Housing Supply Programme along with private finance from Trust.

Construction started on site on 31 October 2022 and is scheduled to complete in Spring 2024. We are delighted to be adding to the supply of new affordable homes in Glasgow and look forward to providing further *Trust Talk* updates as the project progresses.

Lochar Crescent, Pollok, Glasgow

We are also nearing completion of our remodelling of the former care home situated next to our existing Lochar Crescent development, in Glasgow. The care home was previously leased by Bield Housing & Care, but had been vacant since 2018, and our new tenants will be moving into their homes from mid-March 2023.

The conversion works will provide 13 additional extra care flats to the existing development, as well as a refurbished dining room overlooking the White Cart River for all residents.

We would like to thank all the staff and customers at Lochar Crescent for their patience and understanding during the period of construction and hope they are very happy with the finished job.

Park Place, Wishaw

We are very pleased to update that our development at Park Place, Wishaw (formerly known as Main Street) has recently completed, with tenants now settling in to their new town centre homes.

The development of the Park Place site was one of the promises made by Trust as part of the transfer of engagements from Wishaw and District Housing Association and we are absolutely delighted to see its successful completion.



Hannah Higgins with her son collecting the keys to their new home at Park Place, and Mrs Moore receiving her keys from Rhona McLeod



Photo by Alexander Fraser Photography

The new energy efficient 42-home development is a mix of 1, 2 & 3 bed flats, with 4 wheelchair accessible flats, designed and built in partnership with our contractor McTaggart Construction. In addition to building the new homes, McTaggart Construction have also delivered the following community benefits, supporting the local community and our customers:

- 9 work placements
- 6 new entrant jobs, secured directly with the contractor
- 3 apprenticeships
- local construction curriculum input in local North Lanarkshire schools – helping soon-to-be school leavers prepare for a career in the industry
- food vouchers for every new tenant to support them as they move into their new home.

The official opening took place on 1 March, at an event attended by Clare Adamson MSP; Janice Russell, McTaggart Construction's Managing Director; and Trust's Vice Chair, Gordon Laurie.

Gordon Laurie, (Trust's Vice-Chair), Janice Russell (Managing Director, McTaggart Construction),



Clare Adamson (MSP Motherwell & Wishaw, Rhona McLeod, Trust's CEO and Jordan Price, North Lanarkshire Council)



Park Place tenants outside their new home -

Stephanie Park and Brendan McAuley with baby Annie-Louise, with Clare Adamson MSP and Rhona McLeod



And the Trust Team -

Lynda Clarke, Gill Montgomery, Jane Clouston, Tracey Fyfe and Ian Davie

Growing our own



Gail Gourlay is taking early retirement from her post as Director of Customer Experience, after a 30-year career with Trust. She has seen major changes in the organisation, and we caught up with her to talk about how she has grown in skills and experience, as well as how Trust has grown in those 30 years. Gail tells her story:

“I started with Trust in November 1992 as an Area Manager, but things were very different then. We had 4 Area Managers covering Scotland and I worked in the East, with admin support and a typist. I covered all the responsibilities associated with 24 sheltered developments – I visited every one of them every month, and it was all about being “out and about” talking to tenants and to colleagues.

Things changed and I then became responsible for the North developments too – I vividly remember spending a whole week based in Inverness where I visited all our North properties and got to know many tenants and all the staff. I built really strong connections, and I took lots of photos too – with a proper camera! I tracked down one of the coordinators I worked with in those early days recently, and it’s been great to be back in touch and share our really good memories of that time.

I was then promoted to Head of Customer Service, and then to Director when George Veryan moved on. By that time, the organisation looked very different, with new initiatives and new regulatory bodies, as well as the compulsory registration of all our care and support services. Then, when Bob MacDougall left, it felt like it was the end of a chapter, with Rhona joining to take Trust on an exciting new journey.

But the remarkable thing is that, despite there being so many changes in people and properties, the core culture of Trust has remained the same – it’s a really caring organisation– CARE runs through Trust like it’s a stick of rock, and we care for our colleagues as well as our customers, creating a real sense of belonging, and an environment where people really listen. And that really showed through Covid, when the development staff in particular really went above and beyond. I was so so proud.

I have really grown up with Trust – I’ve worked here more than half my life and I have grown personally and professionally. I have fabulous memories from the time when Trust was growing fast – developing new-build homes and bringing in new tenants made for many happy days! And I was so delighted when we heard that the partnership with Wishaw and District was to go ahead – we had worked so hard to make it happen - a perfect fit with Trust. I also remember happy times at staff and tenant conferences – and I was so pleased to be there on the night the Customer Panel won their Excellence Award. I’ll also never forget some challenging and tragic times, and things like having to evacuate the whole of the East Calder development one Boxing Day are memorable too!

The most satisfying part of my job has always been watching my colleagues grow and develop – seeing people progress and bloom as great people for Trust makes me very happy, so I am delighted that Jenny will be taking on my role. Meanwhile, I will have more time for myself, for my family and for my friends, and for all the other things I want to do in life – I am just rewiring my life, not retiring!

And I know that Trust and its tenants will always have a special place in my heart!”



From 1 April, Gail will be replaced as Director of Customer Experience by Jenny Wallace, who also has long experience of working with Trust. Jenny tells us

“I’ve worked here since 2008, when I started as an external consultant to support our small care homes and develop our Housing with Care housing model. Our first Housing with Care was just opening in Greenock, closely followed by Livingston, so those were exciting times!

I was very pleased to gain a permanent post as Supported Housing Manager in 2009, working to establish what “very good services” looked like across housing support and care, and how we could be awarded good grades in the new regime of Care Inspections. I had come from a nursing and social care background, so I had a lot to learn about working in a housing association, but, in 2014, I became Head of Housing and Care, so I now have lots of experience in managing both sides of our business, and I was our Principal Response to the pandemic, so I’ve had a varied career!

Part of the reason I have been able to take on so many varied responsibilities is that Trust has always been such a supportive organisation – everyone is really open so it’s easy to get involved in different projects. I’ve had great support from my line-managers and have had easy access to many and varied training courses and events – from practical things like tendering and commissioning, to softer skills like leadership and coaching.

Following the Time is Now restructure my role has been Head of Customer Experience (Care and Support) – I know that many people are still trying to navigate their way around the structure and strategy and how it will help us to deliver better services, so communicating that will be one of my main priorities when I start as Director. I know from managing many changes to services that it’s important to communicate in many different ways, allowing lots of time for questions, till everyone has fully understood. I will also be focussing on listening to people and being generous with my time and resources – that’s what makes Trust a lovely place to work. It’s all about listening and learning and then delivering!

I am hoping to further contribute to the growing success of the organisation – Housing with Care has grown from generating £50,000 to £3million since 2008, and there’s scope for further growth – as our recent new build extra-care facility in Duns shows. I hope to encourage growth across the organisation, including through growing our service offer, growing our number of employees, and valuing and growing their skills and capabilities – it’s the team around you that matters!

I am very much looking forward to a positive future!

Growing our customer engagement

We are delighted that a number of customers have put themselves forward to be involved in our new scrutiny structure, bringing new voices to our scrutiny of Trust’s service delivery - both in our developments where there are staff on site and also in our General Needs and Amenity housing. Watch this space for more information!

This is an exciting time for customer engagement in Trust, with the development of a new Customer Influence Strategy, full of new ideas!

Update from the Customer Panel

We have continued to work on our draft Quality Promises and are delighted to say that “the end is now in sight!” We have worked through each Outcome in the Scottish Social Housing Charter and have identified what Promises we want Trust to make in relation to each, as well as thinking about Promises relating to Care & Support. We have identified what matters most to tenants. We have met with staff to discuss how Trust can start to turn the Quality Promises into reality, and we are now at a point that we’ll be able to discuss them with Board members soon.

One of the things we also discussed at one of our meetings in February was the results from the recent Tenant Satisfaction Survey – more on this below....

Our Customer Satisfaction Survey results

As a social landlord, Trust is required by the Scottish Housing Regulator to complete a customer satisfaction survey at least once every three years. Carrying out satisfaction surveys is extremely useful, allowing Trust to better understand the experiences of our customers and gather feedback and thoughts on the services we provide as well as how we can improve.

The Service Design & Improvement Team at Trust supports the overall delivery of our customer satisfaction surveying, and since 2013 we have partnered with Research Resource as a third party to ensure we deliver an independent, thorough & robust satisfaction surveying process that meets all of our regulatory requirements.

About our surveying approach.

Our 22/23 survey was conducted between July and October 2022 with all Trust customers given the opportunity to participate with a targeted response rate of at least 40%. Supported by Research Resource we used a mixture of email, text messages, traditional postal surveys and telephone interviews, with the majority of surveys being completed via postal returns.

Our results & trends.

A total of 3,567 customers were invited to take part in the survey and we received a total of 1,421 responses, achieving our targeted 40% response rate - meaning 4 out of 10 customers returned their survey.

The results unfortunately show a general decline in satisfaction, with overall customer satisfaction decreasing from 92% in 2019/20 to 81% in 2022/23. **Please see the table below for a breakdown of our key satisfaction results.**

Overall Customer Satisfaction & NPS	% 2022/23	Change
% of tenants satisfied with the overall service provided by their landlord.	81%	↓
Communication, Participation & Customer Service	% 2022/23	Change
% of tenants who feel their landlord is good at keeping them informed about their services and decisions.	82%	↓
% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.	63%	↓
The Home & Environment	% 2022/23	Change
% of tenants satisfied with the quality of their home.	84%	↓
% of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	86%	↓
Value for money	% 2022/23	Change
% of tenants who feel that the rent for their property represents good value for money.	75%	↓
Neighbourhood	% 2022/23	Change
% of tenants satisfied with Trust's management of their neighbourhood.	77%	↑

While the decline in our satisfaction results is undoubtedly disappointing and something that we must engage with our customers to better understand and improve, we have to also acknowledge that we've witnessed a significant period of change since our last survey in 2019, including Brexit, the Covid pandemic and the current cost of living crisis. All of which have, without a doubt, made our operating environment much more challenging, impacting on our service delivery and, of course, the lives of our customers.

Additionally, Trust has changed as an organisation with the ongoing implementation of our new operating model the *Time is Now* – the benefits of these changes will, in the main, only really start to be felt by customers in the coming years.

The general trends across all sectors, post Covid, appear to show a general decline in satisfaction results. In the housing sector in particular, recent Housemark research suggests that 'overall tenant satisfaction' across the UK decreased by around five percent since 2020 to 79%. Research Resource has completed surveys on behalf of 21 Scottish RSLs over 2022 and have also reported declining satisfaction to varying degrees across the majority of satisfaction measures.

What's next?

It's important that we now take this opportunity to engage with our customers to understand what you are telling us and agree how we can address your concerns and improve satisfaction.

We will be developing an engagement programme to connect with our customers over the coming months using a mixture of both in-person and online focus groups to explore the decline in satisfaction and the reasons for this, and to understand what is important to you!

The information we gather will form part of a new Improvement Action Plan which will define clear improvement actions for us to make and target timescales. We will share this action plan with you and keep you informed of the progress we are making.

Update from the Board – growing stronger with a new Board Member



We are delighted to share that Graham Curran has recently been appointed as a new Board Member. Graham is currently Director of Transformation at ServiceNow and is a highly experienced Chief Information Officer and non-executive director, and is recognised as a global leader in the technology space. Graham is also a successful technology entrepreneur - having grown and sold multiple high value start-up businesses - and has a track record of supporting governments and businesses across the private and third sectors, prioritising causes and organisations that deliver public and private benefits.

Graham is no stranger to Trust having supported us, in a consultancy capacity, at the beginning of our digital transformation journey in 2016. We're delighted that Graham will now play an advisory role on our Board as we continue to deliver our business strategy, *the Time is Now*, and our supporting and sector-leading technology programme.

Graham's expertise and experience will be of huge benefit to us as we continue to develop our digital capability. We are delighted to welcome him to the Trust Board.

Grow your income make sure you are claiming all possible benefits

Benefits Up-rating 2023/24

The annual up-rating of benefit payment rates will take effect during **3rd – 10th April 2023**.

Due to the rates changing you may be entitled to more money. To ensure you are receiving your correct and full entitlement, please ask for a benefit check from your local advice centre or speak to your Coordinator. All rates shown below are weekly rates.

This brief summary is only a rough guide not a statement of law; further information is available from your coordinator or by contacting The Pension Service or your Local Authority Housing and Council Tax Benefit Office.

Rates From April 2023	Single	Couple
Pension Credit (Guarantee)	£201.05	£306.85
Pension Credit (Savings age 66 and over)	£15.94	£17.84

Entitlement Based on Disability Conditions - Income & Savings NOT counted

	High	Middle	Low
Disability Living Allowance Care	£101.75	£68.10	£26.90
Disability Living Allowance Mobility	£71.00		£26.90
Attendance Allowance	£101.75		£68.10

Personal Independence Payments (PIP)	Enhanced	Standard
Daily Living component	£101.75	£68.10
Mobility component	£71.00	£26.90

Cost of Living Payments 2023/4 and Related Help

The Chancellor made the announcement on 17th November in his Autumn statement that there would be further cost of living payments made during the financial year April 2023/24.

Further details have now been announced. Actual dates for the payments will be announced later.

People on Means Tested Benefits

The same criteria will apply as for the Cost of Living Payments made in 2022. Dates that apply in terms of eligibility will be announced later. Payments will be made to people on the following benefits:

- Pension Credit
- Universal Credit
- Income Support
- ESA (income related)
- JSA (income based)
- Child Tax Credit
- Working Tax Credit

People on these benefits will receive:

- £301 in the Spring 2023
- £300 in Autumn 2023
- £299 in Spring 2024

Making a total of £900 over that financial year. People do not need to apply as they will be paid automatically. The payments will not count towards the Benefit Cap. Those on Tax Credits will be paid by HMRC shortly after the DWP benefit claimants are paid.

People on Disability Benefits

£150 will be paid to people on certain non means tested disability benefits (again same list as last year). This will be paid in the summer 2023. Relevant dates for entitlement will be announced later.

This will apply to those on Attendance Allowance, PIP, Disability Living Allowance for adults, Disability Living Allowance for children, Armed Forces Independence Payments, Adult Disability Payment (Scotland), Child Disability Payment (Scotland), Constant Attendance Allowance, War Pension Mobility Supplement.

Pensioners

Winter Fuel Payments will include the extra £300 cost of living payment, the same as for 2022 and will be paid in the late autumn.

What is Happening to the £400 Fuel Bill discount?

Currently fuel companies are reducing fuel bills by £400 between October 2022 and March 2023 at the rate of £66 per month. People who don't use mains gas, for example, they use heating oil, or LPG or biomass boilers will receive £200 - this was increased from £100 previously announced. Alternative Fuel Payments have been processed from 6th February to those who are eligible, if you think you are eligible and not yet received a payment you can find out more information at "<https://www.gov.uk/get-help-energy-bills/alternative-fuels>" Help with your energy bills: If you use alternative fuels for heating - GOV. UK (www.gov.uk). The current information is that support will be removed from April so the combined effect of this, and the changes to the Energy Price Guarantee, will mean households will be squeezed further.

The Easy Guide to Benefits for the 60+

Many older people are still not sure what they are entitled to and miss out on a great deal. The Easy Guide to Benefits for the 60+ has been produced by Trust Housing Association.

The guide explains the most commonly received benefits in straightforward, easy to understand language. This will help older people to know who is entitled to receive these benefits and which of them they are eligible to apply for.

Copies of the guide will be available from April in development lounges or alternatively you can download a copy from the Trust website - [Simple clear advice on the benefits you can claim \(trustha.org.uk\)](https://trustha.org.uk)

Welfare Benefits Service

Trust Housing Association employs two Benefits Officers to support applicants and tenants to maximise their income and apply for all the benefits they are entitled to. Potential tenants are offered a benefit check and a chat about their financial circumstances and options available to them. We offer free, confidential and impartial advice and assistance with the claim process. We are not just about letting out the property, we want to make sure that our tenants are happy and secure and not worrying about how they are going to afford the next month's rent.



The Welfare Benefits Officers are Aisha Nadeem and Mykela Dunlop.



Development Co-Ordinators have been given training by the Benefits Officers and can help with any queries you have regarding benefits etc.

If you would like more information on benefits please speak with the Co-Ordinator or contact the Benefits team directly:

Office Direct Line: 0131 444 4969

Mobile: Aisha - 07899 987 769 (Mon-Thurs 9am-5pm; Fri 9am-3.30pm)

Mykela – 07957 948 335 (Mon-Thurs only 9am- 4.45pm)

Email: benefits@trustha.org.uk

Things to think about to grow your own vegetables and fruit to save money and eat healthily



1. Do you have a garden? Could part of it be dug up to grow veg or fruit? Could you grow some in pots?
2. If you don't have a garden, is there any land nearby that belongs to Trust that could be used to grow fruit and veg? If you identify anywhere, talk to your Customer Partner and we'll see what we can do
3. If you live in a development, speak with local staff to decide what areas of the garden could be used for growing fruit and veg, and how the harvest will be shared.
4. Could you ask for donations of seeds, plants or compost from friends, family, your local community or businesses – and maybe share the harvest with them?
5. Can you get funding? Speak with staff for help
6. Remember there's lots of help available online on how to grow fruit and veg – for example [12 Vegetables You Should Grow in Spring - YouTube](#)



Damp, mould & condensation

Take a look at our guidance on how you can help prevent damp, mould and condensation in your home.

What is condensation?

Condensation happens when moisture in warm air comes into contact with a cold surface and turns into water droplets.

This happens more in rooms where there is a lot of moisture, such as in bathrooms and kitchens, or in rooms where there are a lot of people.

Condensation also forms in cold rooms when there is little movement of air.

Condensation can form behind furniture, in corners of rooms or in wardrobes.

Causes

- Too much moisture in the air, often created by steam from cooking and washing.
- Not enough ventilation.
- Extremes of temperature (for example, a kitchen being very warm and a bedroom very cold).
- Drying clothes inside the home, especially over radiators.
- Moisture produced by everyday activities.

Effects

Condensation can cause **mould** to form on walls, furniture and soft furnishings (for example, curtains). It can even **damage plasterwork** and **rot wooden window frames**.

Damp conditions can also increase the number of **house mites**.

If anyone in your home has a **breathing condition** such as asthma or bronchitis, it is important that you control condensation because mould and house mites may make these conditions worse.



Simple ways to reduce levels of condensation in your home

- Dry your windows and window sills every morning.
- In the kitchen and bathroom, dry any surfaces that get wet.
- Wring out your used cloth rather than drying it on a radiator or in front of a heater.
- Use a fungicidal cleaner to clean any walls, ceilings and paintwork affected by mould. Use a mould and mildew remover that carries a Health & Safety Executive (HSE) approved number, and make sure you follow the instructions.
- If you use a tumble dryer, make sure it is vented to the outside (unless it's a condensing dryer).
- Always cook with pan lids on and turn the heat down once the water has boiled. Only use the minimum amount of water for cooking.
- When filling your bath, run the cold water first then add the hot (this will reduce the amount of steam by 90%).
- Don't use your gas cooker to heat your kitchen (Burning gas produces moisture. If your windows mist up, this is a sign of moisture).
- Avoid drying your clothes on radiators or in front of a fire. Hang your washing outside or in the bathroom with the door closed and window slightly open. Always make sure you put the extractor fan on if you have one.

Two key methods to manage condensation

Ventilating your home

Ventilation can help reduce condensation in your home by allowing moist air to escape and drier air from outside to come in. Here are some ways you can increase the ventilation in your home.

For about 30 minutes a day, leave a small window downstairs and a small one upstairs slightly open. The windows should be on opposite sides of the home, or diagonally opposite if you live in a flat.

At the same time, open all the inside doors. This will allow drier air to circulate throughout your home. This is called 'cross ventilation'.

When cooking, washing up or washing by hand, open a window slightly (this is as good as opening it fully). Switch on your extractor hood or extractor fan if you have one.

When using your kitchen and bathroom, close the door to prevent moisture escaping to the rest of the home and open a small window afterwards for about 20 minutes.

Use an extractor fan if you have one. They are cheap to run and are effective in quickly removing moisture from a room.

Leave your bedroom window slightly open at night, or use trickle ventilators if you have them.

Keep a small gap between large pieces of furniture and the walls. And if possible, place wardrobes and other furniture against internal walls rather than external walls. Never overfill wardrobes and cupboards as this restricts the flow of air.

Keeping your home at a constant temperature

Warm air holds more moisture than cooler air. So cool air is more likely to leave droplets of condensation round your home.

Air is like a sponge, the warmer it is, the more moisture it will hold. Heating one room to a high temperature and leaving other rooms cold makes condensation worse in the rooms that aren't heated. It is better to have a constant level of heat throughout your home, ideally between 17°C and 21°C. Keeping the temperature constant will help control condensation and works out cheaper than constantly heating a cold home to the temperature you want.

Top Tips



Reduce moisture levels



Improve ventilation



Maintain a constant temperature
(17°C-21°C)



If you think there is an issue with mould growth or damp in your property, please let us know. You can call us on **0131 444 1200**, email us at team@trusha.org.uk or speak to a member of local staff.

Energy Saving Tips - Take control of your heating


As we continue to try and reduce our energy consumption and costs, there are lots of tips offered on how to do this. A simple way could be by **taking control of your heating**, the following simple steps may be helpful to lower your energy bills.

Get the temperature right



It's recommended to try and aim for around **21° during the day and 17° at night. Don't go below 16°** as it can result in condensation and mould in the property.

Set the temperature by room type – The radiators in your home will most likely have thermostatic valves (TRVs). The correct setting of TRVs will help to provide savings on your heating costs. Below is the recommended setting by room and scale type (Danfoss Heating)



0	1	2	3	4	5	6
0	*	I	II	III	IIII	▶I
0°C	8	12	16	20	24	28
		Bedroom/hallway	Living room	Bathroom		

A reminder of our Electrical Safety Inspections

We previously advised that Trust Housing Association has appointed Consilium Contracting services to carry out the required 5 yearly Electrical Safety Inspections, to ensure we are compliant with the Scottish Housing Quality Standard (SHQS) Element 45 - an Electrical Installation Condition Report (EICR) is available for each property – *proving your home is safe and meets the current electrical standards.*

We are now moving on to year 2 of this contract and tenants living in properties which have an EICR due to expire between 1st April 2023 – 31st March 2024 will be contacted by Consilium by letter providing you with a date for the inspection to be carried out. If this date is not suitable, **please get in contact with Consilium to arrange a more suitable time to have this mandatory work carried out – a contact number is provided on the letter and they will try their best to accommodate you.** This is important as it allows for Consilium to plan more effectively and schedule another property at this time, rather than a no-access at your property. **This is essential work.**

With regards to no-access - due to this being a mandatory electrical inspection, we must advise that if Consilium have 2 no-accesses at your property, you will be advised by letter that if the 3rd visit is unsuccessful we will have no option but to force access at the time of this visit – in which case you may be liable to pay the costs of replacement locks and any damage to the door. Therefore, to avoid such inconvenience and possible cost to you, we strongly urge you to contact Consilium if the date they provide you is unsuitable.

Gas Safety

Trust Housing Association is required by law to carry out an annual safety check to all gas pipework, boilers and appliances installed within our homes. These checks are important to provide assurance that they are safe and that we remove any risk of any gas or carbon monoxide poisoning. We aim to carry out these checks on a 10 month cycle so that we can ensure the service is carried out in your home before the anniversary date. However, **in order for the service to take place you must have some credit in both your gas and electric meters**, if the engineer attends your property and you don't have credit, the engineer may need to close off your gas meter to make sure that you and your neighbours are safe.

What to do if you smell gas:

- Open doors and windows to allow fresh air in.
- Turn off the gas at the mains tap, which is usually near the meter. (Move the handle a quarter turn until it's at 90 degrees from the pipe to shut off the gas supply).
- Leave the property.
- Phone the National Gas Emergencies number on 0800-111-999. (Only use a mobile phone from outside the property). The number is free and available 24 hours a day.
- Follow the advice given by the emergency adviser.
- Wait outside for a gas engineer to arrive.
- If you are feeling unwell, visit your GP or hospital immediately. Tell them you may have been exposed to a gas leak or carbon monoxide poisoning.

Don't

- Smoke, light a match or use any naked flame
- Turn on any electrical switches on or off
- Use doorbells, mobile phones or any other electrical switches which could cause a spark.

Legionella – Reduce your Risk

The risk of contracting legionella in a domestic home is minimal, and there are some simple steps to help protect you and your family. These are more important for people over the age of 50 years or who suffer from ill health.

- Turn your shower on and run it for a few minutes at least once a week, this helps to flush out stale water.

- Dismantle, scrub and descale your showerheads and hoses at least once every 3 months. This is done by removing the shower hose and head and leaving it soaking for half an hour in white vinegar then scrubbing off any deposits. You should then rinse it in warm water to wash off the vinegar.
- Run hot and cold water taps throughout your home at least on a weekly basis.

Legionella bacteria cannot survive in temperatures above 60 degrees C so the temperature of the hot water in your boiler/ cylinder should be set at a minimum of 60 degrees C, however, please take extra care for burns and scalds, particularly if you have small children. Please note: whilst Legionella Bacteria cannot survive in low temperatures, it thrives at temperatures between 20 - 45 degrees C.

Annual Maintenance Service

- Interlinked Smoke & Heat Detectors & Carbon Monoxide Detectors
- Warden Calls (DAUs, Pull Cords, Pendants, Automatic Doors)

We currently have a tender out for a contractor to carry out the annual maintenance service of Interlinked Smoke & Heat Detectors and Carbon Monoxide Detectors - this will include **ALL** properties and demonstrates our commitment to the safety of our tenants, providing us with the assurance that detectors in Trust properties are in good working order and helping to keep our tenants safe.

Additionally, where warden call equipment is fitted in properties, this will also be serviced at the same time as the detectors. This annual maintenance contract will commence late April/ early May 2023 and the contractor will write out to you to advise of your scheduled appointment date.

Routine Testing of Detectors.

Interlinked smoke detectors are fitted in all Trust properties, meaning that if one smoke detector in your property sounds an alarm, they all will sound - this gives you an early warning of fire so that you can take action quickly. If there is a Warden Call system in the property the detectors will activate the sub unit and the Manager or Alarm Receiving Centre (ARC) will speak to the tenant and deal with the call. However, it is important that you test your smoke detectors regularly to make sure they are working properly.

“Test it Tuesday” is a campaign to encourage people to test their alarms weekly. A simple press of the test button on the alarm will show you instantly if it is working and could save lives.

- Check that the green light on the alarm is on (this shows that it is receiving mains power)
- Press the ‘Test’ Button for 10 seconds
- The alarm will sound loudly so that you know the alarm is functioning.
- The alarms in your property are interlinked, this means that if one alarm sounds, it will send a signal to trigger the other alarms in the property – so you can hear them in the background.
- Finally, repeat the above steps on all other alarms in the property.



Carbon Monoxide (CO) is an extremely dangerous gas that has no colour, smell or taste and cannot be detected by the human senses. It is produced when fossil fuel (gas, oil, wood, etc) is not burnt properly. The symptoms of carbon monoxide poisoning can be easily mistaken for flu, making it extremely dangerous and difficult to recognise.

Carbon Monoxide Detectors installed in our properties are generally stand alone and not linked to the smoke/heat detectors, therefore they will not trigger other devices in the property. If this device is activated, please.

- Turn off and stop using all the appliances that you suspect could be causing the carbon monoxide leak
- Open as many doors/windows as possible to allow fresh air to circulate and reduce the concentration of Carbon Monoxide
- Evacuate the property as soon as possible
- Contact the gas emergency services 0800 111 999
- Contact Trust Housing to advise us of the situation
- If anyone is suffering from the symptoms or effects of carbon monoxide poisoning seek medical advice immediately.

As with all other services we carry out, we urge you to provide access for these services in compliance with Section 5.12 of your Scottish Secure Tenancy Agreement:

5.12 We have the right to come into your house to inspect it and its fixtures and fittings (such as the fire alarm and Community Alarm Systems) or carry out repairs to it or an adjoining property, during reasonable times of the day. We will give you at least 24 hours' notice in writing.

We have the right to access your house in order to lay wires, cables and pipes for the purposes of telecommunications, water, gas and electricity, providing we give you reasonable notice in writing. We have the right to access the common parts at any reasonable time.

If you refuse us entry, 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.

In an emergency, we have the right to make forcible entry to your house without notice.

Emergency support – The Priority Services Register



The energy networks can help if you have additional needs because of your medical or personal circumstances.

The Priority Services Register is a free service to help people who have additional needs. It's available to customers in Scotland. You can sign up by contacting your local network operator and energy supplier. Each keeps their own register.

Find out who your local network operator is by entering your postcode on the homepage - [UK Power Cut? Call 105 For Free | Find Your Electricity Provider \(powercut105.com\)](https://www.powercut105.com).

Remember – to minimise the risk of power cuts, try to minimise usage between the peak hours of 4:30pm and 6pm, or at other times like during major sporting events.

Because of you ... this has improved

At Trust we are committed to providing high quality homes and striving to deliver 10/10 customer experiences. That's why we value all feedback. It lets us know what we're doing well, and importantly, when we might not have met your expectations and how we can do better in the future.

If something goes wrong or you are dissatisfied with our services or any aspect of your tenancy, it's important that you tell us. We really do value your complaints and feedback, as they help us learn and improve our services.

Below are some examples of complaints we have received, what we have learned and what we have changed:

You said	We did
<p>Over Winter, we received complaints in relation to planned works being carried out to kitchens in one local authority area.</p> <p>The complaints related to both the quality of workmanship and the timescales involved around the completion of works in their individual properties.</p>	<p>Many of the problems stemmed from issues that our contractor were having with site management and also to do with the availability of trades resources.</p> <p>Trust suspended the contract for a period of time until the company had actioned all of the outstanding snagging issues and could evidence that when the contract restarted there was suitable resource and management in place to prevent this happening again.</p>
<p>Following a short period of time where we experienced storm damage, we received a relatively high volume of complaints relating to water damaged properties.</p>	<p>To help gain a better understanding of the wider situation, we collated all the properties that had been notified to us, and we arranged for a Reactive Repairs & Maintenance Inspector to carry out a technical inspection to assess the damage.</p> <p>This allowed us to put together a comprehensive action plan to ensure we actioned all areas of roof requiring attention.</p> <p>Once this was put in place, and all external works were complete, we were able to create an action plan to start the internal repairs required to each of the individual flats and common areas. These works are still ongoing.</p>

You said	We did
<p>Tenants have raised ongoing issues at one of our developments in relation to carers' use of development laundry facilities. Issues included: not cleaning machines properly, leaving washing and drying in the machines for extended periods of time and using machines during tenant time slots.</p>	<p>As the complaints related to non-Trust carers, we have been raising these concerns directly with the third party organisation.</p> <p>Unfortunately, despite doing so, the behaviour has more recently re-occurred which has led to Trust raising a formal complaint with the provider. This was followed up with a discussion with their Care Manager where we laid out the impacts the carers' actions were having on our tenants. This will remain an area for Trust to monitor going forward, to ensure tenant rota slots are respected and machines are left clean and empty.</p>

Who can complain?

Remember, anyone who receives, requests or is directly affected by our services can make a complaint to us. This includes the representative of someone who is dissatisfied with our service (for example: a relative, friend, advocate, or adviser). If you are making a complaint on someone else's behalf, you will normally need their written consent.

How can I raise a complaint?

- In person at any of our offices or developments
- By phoning us on 0131 444 1200
- By emailing us at info@trustha.org.uk
- In writing to Trust Housing Association, 12 New Mart Road, Edinburgh, EH14 1RL
- Visit our website and complete our feedback form: www.trustha.org.uk/our-tenants/feedback-complaints



Have you had a change in your household or contact details?

It's important that we're able to keep in touch with you, therefore if you have changed your landline, mobile telephone number or email address can you please let us know?

To ensure that your tenancy rights are protected it's important that you advise us of any changes to your household. This includes notifying us about anyone who moves in or out of your property.

The Housing (Scotland) Act 2014 made important changes to the eligibility criteria for applicants to succeed to a tenancy when the tenant passes away. This means that if we have not been formally notified of an occupant moving into a household, they will not have the right to succeed to the property on the tenant's death. Likewise, the tenancy cannot be passed to another person (assignation) unless that person has been registered as living in the property.

It is important to note:

**An occupant must have been registered with us as living in the property for at least 12 months prior to the change.
The start date is from when you inform us of them moving in, not the date they actually moved in.**

If you need to update your household information or you have had changes and can't remember if you have informed us, please contact us on 01698 377200 and we can check this for you.

Development News

Thornhill Thursdays

A Thursday afternoon has proven to be a popular session. Sue Smith is one of our Trust volunteers and she offers a wee massage session which quite a few tenants have come to look forward to and benefit from. They can have an over the clothes head neck and shoulder massage or a hand massage. We now also have Luna and Dawn visit us. Luna is a therapist and is irresistible with those beautiful big eyes.

Also on offer is a cuppa and a blether of course.

Greenock – St Margaret's Court

Our RTO held a fabulous night with the Clydeside Singers! It was nice to see smiling happy faces!



High Blantyre

High Blantyre tenants had a great time with The Puppet Gang.



Lots going on at Dunrobin Gardens in Airdrie

Tenant Peter Thomson's friends brought in their new puppy Parker, a loveable Bernese Mountain Dog to the delight of our tenants.



Clothing Sale at Old Kilpatrick

Tenants had a visit from Robert with his clothes show. Tenants were delighted to see Robert again and enjoyed being able to treat themselves to a new outfit, without having to leave the development. Robert and his family-run clothes show has been coming to the Old Kilpatrick development for over 30 years, so some of the tenants have known Robert since he was a young boy and were happy to see him return after all the restrictions had been lifted. If anyone is interested in having Robert come to your development he is happy to share his contact details: 07378835096

And a visit from the local Nursery



Hilltop Nursery planting our daffodil bulbs. Hilltop are regular visitors to our Development. We are their Dunrobin Gardens' family where they carry out acts of kindness for us.

Fire Safety Visits

Watch Commander David Grieve paid a Fire Safety visit to the Development with his colleagues. David and his colleagues attended any tenants' flats who wished for a Fire Safety check. The visit was enjoyed by all tenants, who have invited the watch Commander and his colleagues back for tea.

Pictured is Mrs Elizabeth Hastie, with David Grieve, Watch Commander, on the right.



Care To Knit Project visits Crofffoot

Care To Knit is a project that started up last September by fundraiser Anna Malone. The purpose of the project was for volunteers to knit or crochet warm blankets for the elderly (Age Scotland), Men Matters, Salvation Army & Wayside Soup Kitchen for people struggling to keep warm this winter. Marie, one of the volunteers, visited the development with beautiful blankets and hot water bottles with a lovely hand written note for some of our tenants. This was greatly appreciated and now tenants in the development are going to set up a knitting day and want to be part of this project team to help other people in need wanting to keep warm.



Celebrations

Happy Birthday!

Nancy Watt has lived in Lady Flora's in Newmilns, since 2001. She is one of our longest residing tenants here at the development. She recently celebrated her 60th Birthday in December 2022 and had a weekend of parties to mark the occasion.

As well as her friends throwing her a party, they also laid on a birthday event at the development to allow her friends and neighbours to attend, and this was well supported. Nancy loved her Birthday celebrations, and thanked everyone for attending and helping her celebrate the special occasion.



Motherwell celebrates Burns Night -

Mission Place



Ravens Court



The panto was fun! Oh yes it was!

South Garden Tenants enjoyed their trip to see Snow White at the Festival Theatre in Edinburgh at the beginning of January. There were lots of tears and laughter. It was a great Panto!



Christmas celebrations in developments across the country

Dunfermline – what a lovely idea!

Staff at Whitelaw Court partnered up with 'Home Start Scotland – Dunfermline Division' to set up a giving tree for families and children that Home Start work closely with. Each tag on the giving tree had 'age, gender and interests' of children and tenants took a tag, bought a gift and then donated it to the tree. (Tenants were advised to only take part if able to do so, and also not to feel like they had to take part and feel like they had to spend a lot - any amount was gratefully accepted). Staff partnered with Open Reach Fife Division for the collection and drop off of donations as well as themselves doing a giving tree also.

Tenants all felt extremely happy knowing that a child would have a smile on their face this year due to something they done.



Nairn

A Festive Lunch and Christmas Raffle were held in Nairn. Residents have voted to donate the £220 raised from the raffle to the local branch of Alzheimer's Scotland.



Mission Place in Motherwell

Carolanne and Janice delivered selection boxes to the Miracle Foundation, a local charity in Motherwell. The selection boxes were donated by all the staff at Mission Place.



Calton

Miss Brown held a Christmas craft afternoon for some of the tenants at Calton. Three others came - Mrs Paul, Mrs Comerford and Mrs Byrne - and they made lovely Christmas door wreaths.



Ayr



Gowan Park in Arbroath

We have a retired music teacher recently join our development Sheena, she also purchased her own keyboard and has started a choir. The Christmas carols were everyone's favourite. Some tenants joined just to listen.



Christmas wreath making was also a great success. All tenants were thrilled and some continued to make more at home. We will definitely be doing the same again this year but for charity.



Greenock – St Margaret’s Court

These are the kids from the local nursery and after they entertained our tenants, the RTO provided a wee selection box and juice to all the children.



Maureen, Senior, phoned the Nursery and George purchased the sweets on behalf of the RTO. What a wonderful day!

Mission Place in Motherwell



Chirnside



Every year, Jean Mackie one of the residents at The Loaning Chirnside runs a raffle. The prizes are all wrapped by her and so beautifully done. The sum of £195.00 was raised for CClasp cancer charity.



Schaw Court in Bearsden

At our Christmas night on 15th December, our tenants had an amazing night of great food, served and prepared by our tenants - thanks to Isabella, Teresa, Alice and Margaret. Julie Max was our entertainer and was great! Her number is 07846777102 for anyone wishing to book for the future.



Christmas Jumper Day -

Dumfries

Dumfries tenants had their 'Christmas Jumper competition' on December 22nd. There were 6 entries and included in the photos are

Margaret McSkimming (who won the competition) with her hand decorated her jumper with her own Christmas lights stuck to it.

We also have Donna Richmond who completed her look with her Christmas hat and finally we have Luna – Margaret McDougall's dog who wore her own jumper but didn't seem that interested.

Other tenants who took part were Pam Morell, Chrissie Robinson and Margaret McDougall.



Crown Terrace in Glasgow

Christmas Jumper Day at Crown Terrace, where £40 was raised for Save the Children. It was arranged by Samuel and Michelle Gilchrist who are tenants at the development.



Ravens Court in Motherwell

Funds were raised for the Salvation Army.



New chairs for Christmas!

Carmunnock celebrated with some lovely new furniture!



A Recipe for Spring

Spring Greens With Lemon Dressing

- 250g broccoli, thicker stalks halved
- 400g spring greens, thick stalks removed and shredded
- 2 crushed garlic cloves
- Zest and juice of 1 lemon
- 2 tbsp olive oil

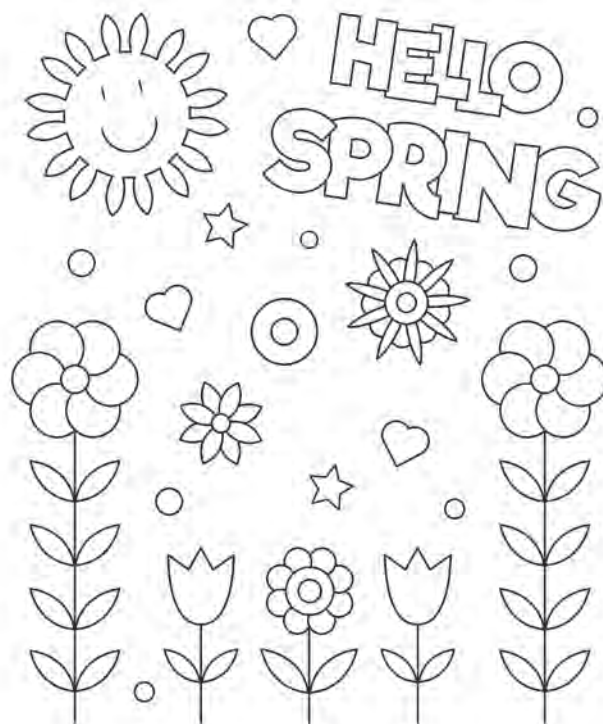
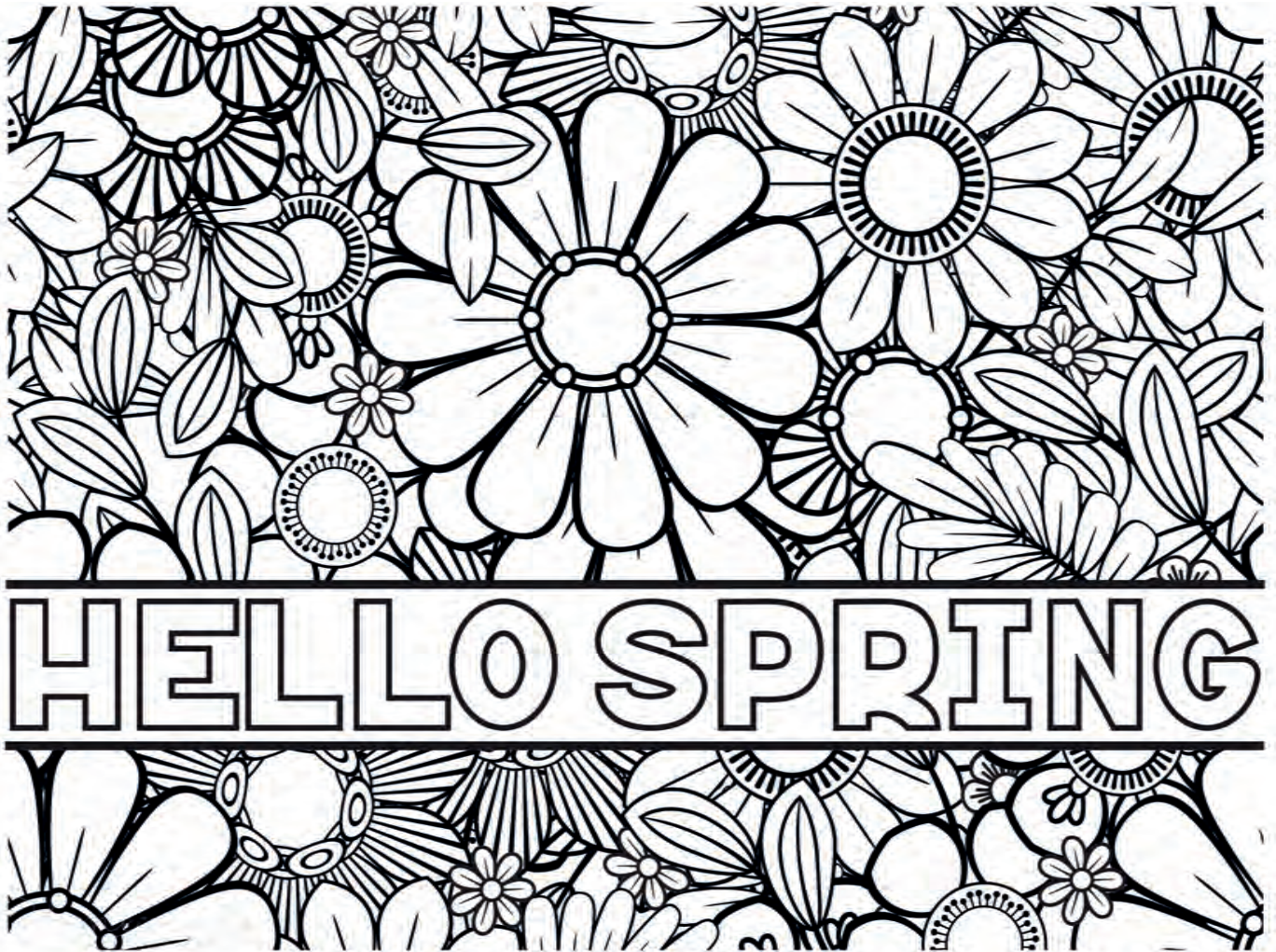
To make the dressing, mix the garlic, lemon juice and zest, olive oil and some seasoning together.

Bring a large pan of water to the boil, then add the broccoli and greens, and cook for about 5 mins until tender.

Drain well, then toss through the dressing and serve.



Colouring in – for adults and children



Reporting a Repair

Easter Monday closing date – Our main offices will be closed on Monday 10th April.

Contact information for Trust and WDH tenants

Trust

How to report a repair – why not call the Repairs Team direct?

Tenants can report repairs through local employees, or you can go straight through to the Repairs Team for their expert help.

Please do not use the **0845** number which is being cancelled in the coming months.

If your repair is not an emergency, you can also contact the Team using the form on our website <https://www.trustha.org.uk/our-tenants/report-repair/> Or you can email us at RTeam@trustha.org.uk

Out of hours emergency repairs

If you need an emergency repair when Trust Head Office is closed, call **0345 604 4686** or contact Hanover by pulling your cord or pressing your pendant.

What is an emergency repair?

- No heating, hot water or power
- Burning smell or exposed wires
- Smoke or carbon monoxide detector sounding continuously

This newsletter is available in any language or format you require. Please contact the office for details.



HAPPY TO TRANSLATE



Housing, Care & Support Provider

If you have a power cut – call the national freephone number **105**

Join the Priority Services Register so that you can get extra support if the power is off – call **0330 10 10 167**, look on the website or text **PSR** to **61999**.

You can join the Priority Services Register if you are

- Over 60
- Have a special communication need
- Need electricity for home or medical care
- Have a child under 5
- Have chronic illness
- Feel you need a little extra help

Useful Telephone Numbers

Wishaw & District Housing: 01698 377200

Wishaw & District Text Service: 07529 777345

Out of Hours Emergencies Heating/Hot Water: 01698 533917

Out of Hours Emergencies: All Other Emergencies: 0800 999 2520

Emergency Out of Hours Homelessness Service: 0800 953 2424

Scottish Power Energy Networks:
Emergencies **0800 092 9290** (from a landline)
0330 1010 222 (from a mobile)

Transco Emergencies – Gas: 0800 111 999

Scottish Water Emergencies: 0800 077 8778

Police: Emergency 999 Non-Emergency 101

- Burst pipes or blocked drains
- Total loss of water supply
- If you can't get into your property
- Severe leakage from the roof
- Dangerous or severely damaged roof tiles

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