

Winter Issue 2007

Trust
Housing Association Ltd

Trust Talk

Tenants Conference

Staff Conference

Winter Fuel Payments



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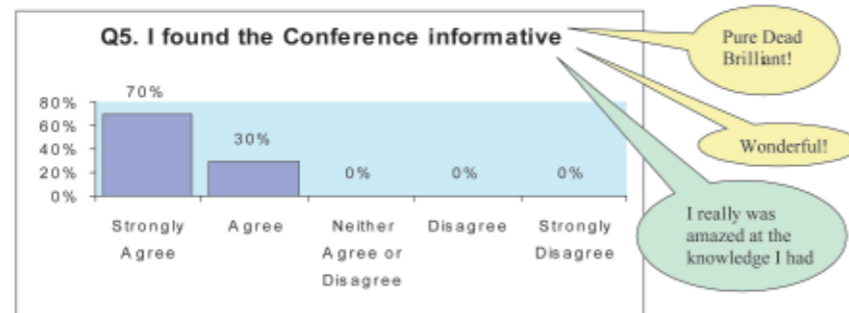
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Tenants' Conference



Trust Housing Association held its first ever tenants conference, which was opened by David Blair, Chairman of the Association and chaired by Bob McDougall, Chief Executive. The conference took place on Thursday 16 August 2007 at the Hilton Strathclyde Hotel.

The event was attended by 55 tenants from all over Scotland, and from as far away as Helmsdale, in the North of Scotland, and the Isle of Lewis. The tenants thoroughly enjoyed the day and attended sessions on grant funding by Helen Houston, vulnerable adults by West Lothian Council, pension services by the Benefits Office and a session provided by the RNID. The following graph and comments show the levels of satisfaction from tenants at the conference.



Presentations on all of the sessions (apart from the RNID) are available on request from Diane MacDonald on 0131 557 7496, or email dmacdonald@trustha.org.uk.

At the end of a very busy day, tenants left the conference with a smile on their face and a spring in their step after participating in a closing session about fun and laughter in everyday activities.

As the event was such a great success, staff have already started planning a similar event for next year (probably May or June). Please watch this space for more information!

Registered Tenants' Organisations (RTOs)

There are now a total of 12 Registered Tenants' Organisations.

By adopting a Constitution that meets with the requirements of Trust's Tenant Participation Strategy each RTO is given the opportunity to attend Focus Group Meetings and as such have their input into how the Association is run. These RTOs also received a start-up grant of £100 from Trust and qualify for other grants, from bodies such as The National Lottery and Communities Scotland.

An example of how lottery funding can be beneficial is that Trust Housing (Lindsayfield) Tenants' Association in East Kilbride recently received funding of £4,845 to be used for bus trips, outings and the garden area from the National



Lottery. The Council for Voluntary Service helped them to complete the form, and Jane Lee from this organisation also presented the cheque to them.

Tenant Focus Group Meetings

The dates for the next round of meetings have been agreed and are detailed below. Invitations have been sent to RTO representatives.

Area	Date
West	Tuesday, 20 November 2007
West	Thursday, 29 November 2007
East	Monday, 3 December 2007

Newsletter Editorial Group

A small reminder that we are still looking for tenants to work with staff on the Editorial Group. The group meet before each edition goes to print to discuss content, production, cost and distribution of the newsletter. If you are interested in joining this group or would like any further information regarding Tenant participation, please contact Diane MacDonald on 0131 557 7496 or e-mail dmacdonald@trustha.org.uk



Head and East Regional Office
Trust Housing Association Ltd
12 New Mart Road
Edinburgh EH14 1RL
Tel: 0131 444 1200
Fax: 0131 444 4949

West Regional Office
Trust Housing Association Ltd
25 Park Circus
Glasgow G3 6AP
Tel: 0141 341 3200
Fax: 0141 332 6843

Arran Office
Isle of Arran Homes
Springbank Brodick
Isle of Arran KA27 8BE
Tel: 01770 303 700
Fax: 01770 303 701

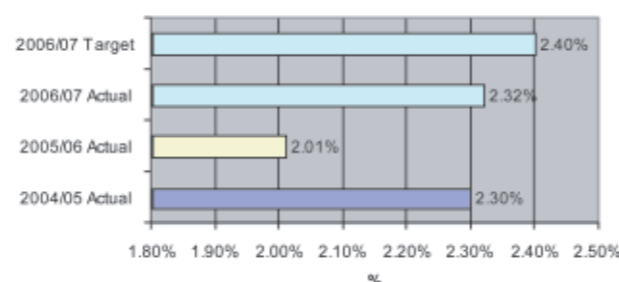
Trust Performance Information 2006-2007

Throughout the year we keep an eye on how we are performing against the targets which we set ourselves. This involves collecting information on a monthly basis. At the end of each financial year we report on our performance to Communities Scotland through a document called the 'Annual Performance & Statistical Return', or APSR for short. This information is pulled together by Communities Scotland for all Registered Social Landlords (RSLs) allowing us to measure our performance against that of others providing similar services to ours.

In this article we have selected 4 areas on which we report our performance. These are 4 of the most important measures of our performance showing the % of our rent and service charge income we lose through houses being empty between lets, the percentage of rent and service charge income outstanding through arrears, the average time taken (in days) to let our properties after they become vacant and the % of repairs completed within our agreed timescales.

The chart shows us the percentage of our total rent & service charge income lost

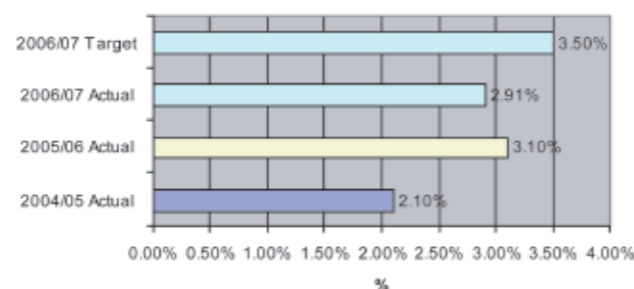
Rent and service charge income lost through voids



through voids. This means the amount of money we lose out on, as a proportion of total income from rents and service charges, when these properties are unoccupied (void). The void loss is the income we would have received had the property been occupied.

The top two bars show that we achieved our target of 2.4% coming in 0.08% below this. The lower this figure is, the better we have performed.

Performance on Arrears



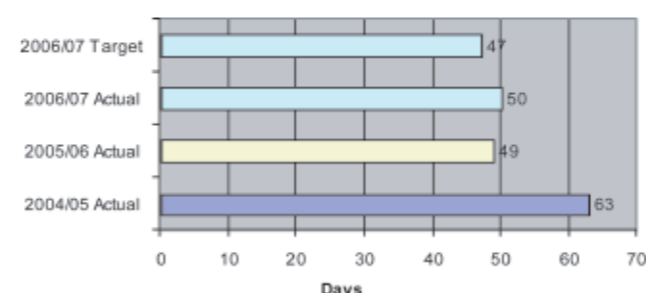
The above chart shows our performance on arrears. This is arrears as a percentage of our gross rental debit. This means overdue amounts of rent owed to

the Association by tenants directly, or by local councils through housing benefit, as a proportion of all rent due.

The top two bars show that we achieved our target, coming in 0.59% under the 3.5% target. As with void losses, the lower the figure the better our performance at collecting rent & service charges.

The chart below shows our average days taken to let a property. This is a total taken across all of our stock for a whole year.

Average Days to Let

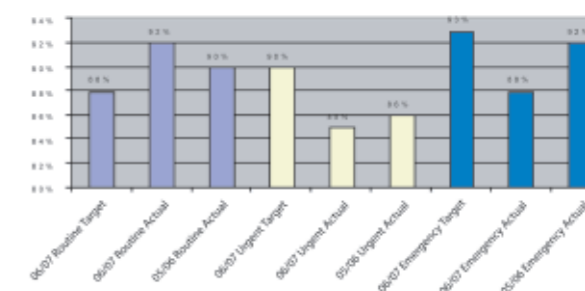


To measure this, the total time that properties are left empty between tenancies is added up and this figure is divided by the total number of properties that became vacant over the year. This gives us an average number of days to let.

The top two bars show our target for 2006/07 was 47 days and our actual figure was 50 days, 3 days

over our target. This doesn't mean that all of our properties took 50 days to let. Some took a lot less than this but those that were not as popular took longer to let.

Completing Repairs on Time



The above chart shows our performance on completing repairs on time.

We have three categories of repair, each with a different timescale – routine, urgent and emergency.

For routine repairs we have 20 days to respond,

For urgent repairs we have 3 days to respond, and

For emergency repairs we have 6 hours to respond.

The chart shows that we performed below target for the year on emergency and urgent repairs but above target for routine repairs. In this chart the higher the % the better we have performed.

Council Tax Disability Reduction Scheme

If you are liable to pay council tax you can get a reduction on your bill if you or someone in the home is substantially and permanently disabled and one of the following applies:

- he or she has a room which is used to meet their special needs e.g. for the purposes of dialysis treatment or for the storage of equipment.
- he or she has a second bathroom or kitchen used to meet their special needs

- he or she needs to use a wheelchair to get around the house.

If any of these apply, the charge for that property is reduced to the next lowest band. If you are already in a Band A property, and get a disability reduction, you will have your bill reduced by one sixth.

Disability reductions are available in all types of dwellings, including care homes and hostels.

In Scotland, the council water charge can also be reduced under this scheme.

Winter Fuel Payments

It's that time again.....Winter Fuel Payments!

A Winter Fuel Payment is an annual payment to help people aged 60 and over with the costs of keeping warm this winter.

If you are aged 60 to 79 and you are entitled to receive a Winter Fuel Payment, you will get either £100 - £200, depending on your circumstances in the qualifying week which was 17-23 September 2007.

If you are aged 80 or over and you are entitled to a Winter Fuel Payment, you will get an extra £50 or £100, so you could get up to £300, depending

on your circumstances in the qualifying week.

You do not pay tax on Winter Fuel Payments.

Payments will be made over a number of weeks from early November 2007.

If you haven't received your payment by the end of December and you are over 60 please call 08459 15 15 15 for further information.

As a result of pensions reform the minimum age at which both men and women will be able to receive a Winter Fuel Payment will rise incrementally to 65 between 2010 and 2020. There is a working assumption that it will rise again to 68 with the increase in State Pension age.



SPONSORSHIP DEAL

Trust Housing Association are now the proud official sponsors of Oakbank FC, an elite under 10's football team.

The team are based in East Calder and play their games in the West Lothian Soccer Sevens league every Saturday morning.

With Trust having developments in East Calder, Livingston, Blackridge and Winchburgh in the West Lothian area and being committed to local communities this was an excellent choice.

Since forming in 2005 the team have performed well in the Bruce league division.

The club consists of ten boys and a fully committed backroom team including Lee Rodgers (Property Officer) and two coaches and a treasurer who all work very hard on behalf of the club.

We will keep you up to date with how the boys are doing over the new season.



Air Hockey Champion

Rhona Tosh moved into her flat at Kirkriggs Court, Forfar in March 2003. She has settled in well and has many friends in the complex. She attends Linanpark Adult Centre for disabilities three days a week and enjoys various activities there.

Rhona recently took part in the Air Hockey Competition and successfully beat off all challenges to win the medal and cup. Rhona is looking forward to defending her title next year.



Ayr - Belarus Connection

Last year Ayr tenant's Craft and Chat club donated dozens of hand knitted woollen items to children in Belarus. The hats, scarves, jumpers, blankets and teddy bears were flown out to Belarus in January by the Charity the Scottish Action Ministries. Then, this June, twenty children

from Belarus, aged between seven and fourteen, came on holiday to Ayr and tenants made up gift bags for each child containing toys, sweets and toiletries. The children all signed a thank you card which is pictured below.



Oksana
Kristina
Margarita
Nastya
Tamara
Anna
Natalia
Nastia
Bechora
Victoria
Sergie
Bohdan
ALEX!
Timothy
Vova
Lya

Katya
Katya
PAVEL
Jhenya
Sergie
Natasha

To the Residents,
Thank you so much for the lovely gift bags etc. that you made up to be given to the 20 children and 2 translators from Belarus.
They were very much appreciated and will be well used when they get back home.
May God Bless you all for this kind act towards the children.

Ronnie Montgomery
Local Co-ordinator

THE MONDAY CLUB



places such as The Falkirk Wheel, Callander, Clyde Valley and with the help of the local councillor a visit to the Royal Yacht Britannia.

The club has also had four very successful Christmas Dinners during which the tables are turned and The Monday Club are the

The above club had its first meeting in the Craginn Centre Blackridge on Monday 19th Jan 2004. It's members are all tenants of the amenity housing in Craigin Court Blackridge. It is a small club that meets, as it's name suggests, on a Monday every week except on Public Holidays, in the local community centre. Various guest speakers from the local community, the council, health centre and police, go along and entertain the group for free.

entertainers! A wonderful example being A Day at the Seaside performed by Sadie, Isobel, Wilma and Morag.

In 2006 the club ran a very successful Burns Supper with a lot of help from Mr Tam Anderson and local councillor Mr Duncan McLean.

The Monday Club would like to give special thanks to Mrs Sadie Montgomery (our minder/warder) for all the work she has put into the club.

The members of the club have had some wonderful and informative meetings, on days when no speakers are available the members enjoy games of scrabble and dominoes, and have a good banter and set the world to right.

The club is self funding and members take turns providing lunch. Over the last three years there have been various outings to



ANNUAL STAFF CONFERENCE

The theme for this year's annual staff conference which was held at the West Park Centre in Dundee, was 'Trust Work, Trust Life, focussing on work/life balance.

With this in mind, the workshops and sessions provided a good mix of serious issues and fun, including

Neuro Linguistic Programming, Tai'Chi and the De-Generation Game (before you ask, just as the Saturday night game show, potter's wheel, conveyor belt and cuddly toy included!).

Following a great social evening, which included Peter Murray's

famous quiz, the second morning was spent at Crombie Park doing a Treasure Trail, which provided good fun along with serious teambuilding. The conference drew to a close with the inspirational story of Jamie Andrew, a man who refuses to let the loss of his hands and feet to

frostbite hold him back from enjoying his passion for mountaineering.' His story is truly inspirational.

Staff returned to work with lots to talk about and plenty of laughs with the photographs from the event, which helped to remind everyone of the importance of work/life balance.



ANNUAL GENERAL MEETING 2007

This year's Annual General Meeting (AGM) was held in Glasgow on 13 September and was attended by 40 Association Members together with Board Members, staff and guests.

Proceedings began with a Special General Meeting during which our new 'Model Rules' were introduced. Members agreed to adopt these Model Rules by a unanimous show of hands in favour.

The AGM opened with our Chairman, Mr David Blair's address. He outlined progress over the last few years with changes taking place within our Senior Management Team as part of the modernising agenda underway at Trust.

The Chairman also offered his thanks to the efforts of the Board over the last year. He also gave



special thanks to Ian Luke, Alex Millar and Dorothy Sutherland who have all now stood down from the Board but reminded the meeting that we are fortunate in having three ready and willing co-optees to fill these vacancies. He was also pleased to welcome Mr J Nisbet to the Board having been nominated from the wider membership.

David also thanked staff for their efforts over the year saying that

they do 'a remarkable job', whilst emphasising the need for this to

continue in the future.

David outlined a number of areas in which the Association has been active over the last year. This includes our joint Equal Opportunities Programme, SHOP (Scottish Housing Options – Common Housing Register), Supporting People delivery, Stage 3 Adaptations to properties, Arran Care & Repair, Tenant Participation and our new build development programme.

Next to address the AGM was our Chief Executive, Bob McDougall. Bob provided the meeting with a whistle stop tour of the past year using photographs taken at various events throughout 2006/07. This visual and light hearted report on the year just gone was very well received.

Joan Williamson of the accountants Findlay & Co.



presented the annual report and accounts.

The meeting drew to a close with the popular prize draw. Our previous Chairman, Wes Palmer, alongside outgoing Board Member, Alex Millar, pulled the numbers from the bag and our new Vice Chair, Pam Russell, distributed the prizes to tenants. Prizes included wine, whiskey, champagne, biscuits, a hamper, vouchers and a Trust golf umbrella.

(Trust wish to thank all our suppliers who kindly provided the gifts supplied for the raffle prizes)

Back To The Shop Floor Fundraising Event for Marie Curie Cancer Care

On Wednesday December 12th, George Veryan - Director of Customer Services and Deputy Chief Executive is going 'Back to the Shop Floor' and has kindly agreed to work in our Livingston Development for the day to raise money for Marie Curie Cancer Care.

We would like to raise as much sponsorship as possible to encourage George to work hard whilst in Livingston and you can sponsor George online by visiting <http://www.justgiving.com/trusthousing> or by completing one of the sponsor forms which has been sent out to developments.

If you would prefer not to give online but would still like to sponsor George donations cant be sent to Laura Sandilands at the New Mart

Road Office, although please don't send cash through the post. If sending a cheque then please make it payable to Marie Curie Cancer Care or ask one of our travelling staff to hand cash in to the Edinburgh Office.

We would be grateful if any donations were made soon as possible that way we will know how much we have raised and just how hard to make George work when he's out at Livingston!!

If you would like a copy of the Annual Report, please contact Linda Hamilton on 0131 444 4940.

Arran news



50th new home completed

Friday 27 July 2007 marked a milestone for Isle of Arran Homes. Councillor David O'Neill, Leader of North Ayrshire Council, performed the opening ceremony of the most recent development of four amenity cottages at Blackwaterfoot in front of an audience of invited guests representing Communities Scotland, North Ayrshire Council, Housing Association Committee members and staff. The milestone being that the completion of this small design and build contract by the island based contractor, John Thomson Construction Limited of Lamlash, marked the building of the **50th** new home since the inception of Isle of Arran Homes in 2001.

During the ceremony, Councillor David O'Neill, handed over the keys to Mr & Mrs Colin Allan, the new tenants of one of the properties, together with a bouquet of flowers to Mrs Allan.

The completion of this development means that in total 52 new homes have been provided on the island by Isle of Arran Homes/Trust Housing Association Ltd.

The six new build houses at Hendry Place in Brodick also contributed to this grand total and were handed over to Isle of Arran Homes by another island based contractor, John Corbett Construction, on 7 June 2007.



ARRAN 'TENANTS TOGETHER'

A new and exciting tenant participation initiative is under way at Isle of Arran Homes. Marilyn Dee & Grace Wallbank members of the steering group have contributed the following article to let you know what has been happening.

"Over the past year a Steering Group of tenants has been meeting to suggest ways for all Isle of Arran Homes tenants to participate in effective dialogue with Trust Housing Association. The steering group are about to adopt a Constitution for the Isle of Arran Homes Tenants Organisation and shortly after will be seeking elected representatives from all Isle of Arran Homes tenants to be involved in the Tenants Organisation.

Tenant Participation will bring two way communication between all Isle of Arran Homes tenants and Trust Housing. Tenants will be consulted on important issues that affect them such as the Lettings and the Allocation Policy, the setting of Rents and neighbourhood issues. For example, in Shiskine they would love to see the creation of a safe designated area for older children to play football etc. This is something that could be worked on with other bodies to try and bring about. Working together can make things happen.

Tenants opinions matter and through the Tenants Organisation your views can be made known. Many Isle of Arran Homes tenants work and are responsible for children and it is not always possible to attend meetings but your involvement at a level that is 'do-able' for you would be valued. Expenses will be made available to cover transport costs or petrol and training and support from Trust Housing will be given to tenant representatives on relevant housing issues.

A letter is to be sent out to all tenants after the Tenants Organisation Constitution has been adopted. This will give further information and will ask for nominations from tenants to act as representatives for all Isle of Arran Homes tenants.

This is a new and valued scheme for all Isle of Arran Homes tenants. We would like to make you aware that we as a body of tenants are here to assist you with any queries you may have in the future with Trust Housing issues.

It is hoped that many Isle of Arran Homes tenants will become involved in what will be 'Tenants Together.' Without your (Isle of Arran Homes tenants) support and participation this scheme cannot succeed."

STOCK CONDITION SURVEY

You may have already either been informed or visited by surveyors from the John Martin Partnership, who are completing a stock condition survey on our behalf.

The surveyors will carry Identification and also letters of Introduction, giving them authority to visit and survey our developments.

If you feel uncomfortable about letting them into your home, or if you are in doubt as to who the surveyors are – please call Sean Gillespie or the Property Team on 0131 444 1200, who will be happy to give you further information.

The aims of the survey are to :

- Identify the condition of our stock
- Establish the cost of maintaining our stock over the next 30 years

Once the survey has been completed, we will be able to identify the costs and timescale for replacements of such items as windows, kitchens and bathrooms and inform you of our plans for the future repairs programmes.

Thank you for your co-operation during this process, however if you are in any doubt as to who the surveyors are please :

- contact us on 0131 444 1200
- or
- refuse entry until identification is confirmed.

Medical Adaptations

Are you having problems moving around your own home, or doing some basic things that most people take for granted? In certain circumstances Trust HA may be able to help.

There are a number of our tenants who through illness, injury, disability or age, have difficulty in doing things for themselves.

Trust HA receives funding from the Scottish Government to adapt people's homes – however we have to follow a procedure to be considered.

The key bit of paperwork that is required is either an Occupational Therapist's (OT) or a Doctor's Assessment which allows the correct adaptation to be completed to suit your needs.

Contacting your local Social Work department or asking your Doctor to do so on your behalf will ensure that you are put on the waiting list for assessment.

The Social Work Department will contact you when you have been allocated an OT, and will arrange a home visit to discuss your concerns and needs.

TV DIGITAL SWITCHOVER



You may be aware that the Government has a programme of switching off analogue TV signals over the next few years and "switching to digital".

After this switch off, TV signals will only be available as satellite or terrestrial digital signals.

The switchover programme in Scotland is planned as follows:

- 2008 - Borders
- 2010 - Grampian, and Scottish TV areas

Over the last few years, we have been working on a programme to upgrade our communal TV systems so that they will receive digital

signals. However, there are some areas of the country where the work cannot be completed as the digital infrastructure has not yet been set up.

If your television is not digital you will need to purchase your own set top box in order to receive digital signals – which can be purchased from high street electrical retailers from around £30 and upwards.

There is a Help Scheme being set up by the BBC and Government to provide assistance to convert one TV set for the following people:

- (1) people over 75
- (2) people entitled to disability living allowance and attendance allowance
- (3) people registered blind or partially sighted

The Help Scheme propose to contact eligible individuals around 8 months in advance of the switchover. The scheme is currently being piloted in Whitehaven in Cumbria.

There is a website for those interested in finding out more www.digitaluk.co.uk/helpscheme.

Or alternatively call your Property Officer and seek further assistance or clarification on :

0141 341 3200 for developments in the West.
0131 444 1200 for developments in the East.

GREAT WALL OF CHINA TREK

One of Trust's Registered Tenants Organisations (RTO's) made up of tenants at our Supported Housing development in East Kilbride recently benefited from a terrific challenge undertaken by one of the tenant's daughters.

Mags Rae and her husband Alistair walked the massive ramparts of the Great Wall of China, and in the process raised funds for the East Kilbride development. The money bought a wonderful 50 inch plasma television!

The television was formally handed over to the Association's Director of Customer Services, George Veryan, and is already being enjoyed by the tenants who now regularly get together for film showings in the shared lounge.



The Association and all the tenants at East Kilbride would like to express heartfelt thanks to Mags and Alistair for their efforts.

Trip to North Berwick

The tenants of Stockbridge and Corstorphine arranged a day out with help from a volunteer driver and a bus from the Pilton Initiative Project. You can see everyone enjoying an ice cream outside the Scottish Sea Bird Centre on a lovely day in North Berwick, and a very good day was had by all.

****The wee dog is Tom, George's Hearing Dog!



Date for your diary!

The Annual Staff Conference will be held on 27th & 28th August 2008 at The West Park Centre, Dundee.

The Staff Christmas Party will be held on 14 December in the Edinburgh Office.

The office will be closed from Monday 24 December and re-open on 3 January 2008.

In an emergency please call the member of staff on out of hours duty

This information is available in Braille, tape, large print and community languages.

To request a copy please contact 0131 444 1200



HAPPY TO TRANSLATE

تتوفر هذه المعلومات بلغة بريل للعميان وعلى شريط سمعي وبخط كبير وبلغات الجاليات العربية. لطلب نسخة الرجاء الاتصال برقم الهاتف 0131-444 1200

यह जानकारी ब्रेल, टेप, बड़े अक्षरों और समुदायों की भाषाओं में उपलब्ध है। इस की नकल (कापी) के निवेदन के लिए कृपया कर इस नंबर 0131-444 1200 पर फोन करें।

此資訊具備有盲人點字、錄音帶、大字體以及各種社區語言版本，如欲索取，請致電 0131-444 1200

یہ معلومات بریل (ناہینا افراد کے لیے انگریزی کے حروف کی لکھائی) میں، ٹیپ پر، بڑے حروف کی لکھائی میں اور کمیونٹی کی زبانوں میں بھی دستیاب ہے۔ ان کی نقل حاصل کرنے کے لیے براہ مہربانی 0131-444 1200 پر رابطہ کریں۔

ਇਹ ਜਾਣਕਾਰੀ ਬ੍ਰੇਲ, ਟੇਪ, ਵੱਡੇ ਪਿੰਟ ਅਤੇ ਭਾਈਚਾਰੇ ਦੀਆਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ। ਇਸਦੀ ਨਕਲ (ਕਾਪੀ) ਦੀ ਬੇਨਤੀ ਵਾਸਤੇ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 0131-444 1200 ਤੇ ਸੰਪਰਕ ਕਰੋ।

এই তথ্যগুলি ব্রেইল, টেপ, বড় হরফ ও অন্যান্য ভাষায় পাওয়া যাবে। কপির জন্য অনুরোধ করতে হলে দয়া করে 0131-444 1200 নম্বরে যোগাযোগ করবেন।

QUIZ British Towns and Cities

Why not have a go at our Christmas Quiz. All correct entries received will be put in a hat and the person with the winning entry will win a luxury box of biscuits. Completed entries should be returned to the Trust Talk editor, 12 New Mart Road, Edinburgh, EH14 7GA by 31 January 2008.

1. A modern fortress

.....

2. Famous for his 'Blue Boy'

.....

3. Witches score at rugby

.....

4. Spoil an entrance

.....

5. Secure firmly

.....

6. Need them for dog-walking

.....

7. Ship's company

.....

8. Mum's now recovered

.....

9. A careless driver does this to cars

.....

10. Surrounds a factory

.....

11. The body of a ship

.....

12. Bill's castle

.....

13. Literary pastimes

.....

14. Communist transport

.....

15. Protection for sea creatures

.....

16. Applaud them

.....

17. A bank robber says this

.....

18. A novel way to open a locked door

.....

19. Peolpes rock

.....

20. Skull in a rabbit hole

.....

Name:

Address:

.....

.....

.....

Postcode: